



EUROPEAN CENTRE FOR DISEASE PREVENTION AND CONTROL

Unit – Scientific Methods and Standards

CALL FOR TENDERS

OJ/2023/SMS/25355

**Organisation of ECDC scientific conference
(ESCAIDE)**

Framework service

TENDER SPECIFICATIONS

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1 INFORMATION ON TENDERING

The European Centre for Disease Prevention and Control (ECDC) is an agency of the European Union, established by the European Parliament and Council Regulation 851/2004 of 21 April 2004. Further information about ECDC can be found on the ECDC [website](#).

This tender process is governed by Directive 2014/24/EU and Regulation 2018/1046.

1.1 Participation

Participation in this procurement procedure is open on equal terms to all natural and legal persons coming within the scope of the Treaties, as well as to international organisations, established in the European Union, European Economic Area and Stabilisation and Association Agreements countries.

Please note that any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or ECDC during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his tender and may result in administrative penalties.

1.2 Contractual conditions

The tenderer should take note of the provisions of the draft contract (see section 4. Annexes) which specifies the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, intellectual property rights and checks and audits.

Signature of the framework contract imposes no obligation on ECDC to order services. Only the implementation of the framework contract through specific contracts/order forms is binding for ECDC.

Each specific contract/order form will contain details of deliverables and timelines for particular services to be provided. ECDC wishes to conclude a single framework contract with one economic operator. The type of specific contract used during the implementation is fixed price contracts.

The specific contract will include:

- A. Services at unit prices
- B. Services at market price
- C. Reimbursable expenses
- D. A contingency margin

A. Unit prices are those quoted in the Framework Contract price list.

B. Market prices are not quoted in the Framework Contract price list. During the implementation of the framework contract, when the exact service and volume is known, the price will be requested according to the request for services. The contractor has to submit a fixed price for these services according to point 1.2.2. of these Tender Specifications. If accepted by ECDC and included in the specific contract, the concerned services will be paid at the fixed price. These fixed prices will be paid against presentation of the corresponding original supporting documents.

C. Maximum reimbursable expenses are quoted in the specific contract to cover accommodation and flight based on Annex V of the FWC. The reimbursable expenses will be paid against presentation of the corresponding original supporting documents,

D. A contingency margin may be mobilised up to a maximum of 5% of the price mentioned under Article 3.1 of the specific contract. The ECDC will indicate the contingency margin in the Request for Services. It can be used to cover for unexpected services associated with the implementation of the specific contract. These costs must be pre-approved by ECDC with amendment to the specific contract. Contingency will be not applied to the services quoted as market price and to the fixed percentages (see section 1.2.2.).

1.2.1 Fixed price contracts

The following process relating to **Fixed Price** specific contracts applies:

ECDC sends a request for services specifying the deliverables, delivery schedule, place of execution, etc. Within 12 working days, the Contractor shall send a specific tender that meets the requirements specified in the request for services and associated annexes, such as the technical specifications, deliverables, and deadlines.

The specific tender must include the technical proposal, indicating the proposed activities, project plan, the team structure and list of experts, profiles, roles, responsibilities and workload (man-hours) of the different team members. The specific tender must also include the financial proposal in line with the unit prices and the fixed prices for the services specified as 'Market prices' in the Framework Contract. The prices must be all-inclusive. If the financial proposal is accepted by ECDC, this will be the fixed amount that can be paid under the contract.

1.2.2 Recourse to services and supplies provided at market price

When the implementation of a specific contract entails the provision of services or supplies specified as Market prices (Annex II to FWC), the contractor shall submit for acceptance a minimum number of offers, depending on the services and supplies value, as estimated by the Contractor in its specific tender (e.g. venue rental for events). This specific task is covered by the percentage (referred to as "Mark-up") applicable to the market value of those contracts. These percentages are intended to cover the market research, negotiation, conclusion and management of contracts. The fixed percentage is applicable to the total value of the market prices listed in the specific contract.

Where it is not possible to produce several offers (for example exclusive supplier), the contractor shall produce evidence for the reason upon the ECDC's request.

Minimum number of offers to be produced	Value of the service
1	Up to 15.000 EUR
3	As of 15.000,01 EUR

ECDC will select the supplier based on the contractor's proposals. ECDC may also contribute to the market research, and suggest that the contractor further negotiates the received offers to

improve their value for money. ECDC may also request the contractor to engage local suppliers for any relevant tasks listed in the Request for Service.

1.3 Compliance with applicable law

The tender must comply with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU¹.

1.4 Joint tenders

A joint tender (such as a consortium) is a situation where a tender is submitted by a group of economic operators (natural or legal persons). Joint tenders may include subcontractors in addition to the members of the group.

In case of joint tender, all members of the group assume joint and several liability towards ECDC for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a single point of contact (the leader) for ECDC for administrative and financial aspects as well as operational management of the contract.

After the award, ECDC will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney.

Any change in the composition of the group during the procurement procedure may lead to the rejection of the tender. Any change in the composition of the group after the signature of the contract may lead to the termination of the contract.

1.5 Subcontracting

Subcontracting is permitted but the contractor will retain full liability towards ECDC for performance of the contract as a whole.

If subcontracting is envisaged, the tenderer must clearly indicate in the tender which parts of the work will be subcontracted.

If the tenderer relies on the subcontractors to fulfil the selection criteria (see section 3.2 Selection criteria), these subcontractors must provide a statement declaring their undertaking to collaborate with the tenderer in case of award, and the resources that they will put at the tenderers disposal for the performance of the contract.

¹ Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

If the tenderer relies on the capacity of a subcontractor for economic and financial capacity, ECDC may require the third party to be jointly liable for the performance of the contract.

Tenderers are required to identify all subcontractors in the field of whose share of the contract is above 30% and whose capacity is necessary to fulfil the selection criteria.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of ECDC.

Where no subcontractor is given, the work will be assumed to be carried out directly by the tenderer.

1.6 Division into lots

This contract is not divided into lots. The tenderer must be in a position to provide all the services requested.

1.7 Structure and content of the tender

The tenders must include the following:

- Part A: Identification of the tenderer
- Part B: Non-exclusion (see section 3.1 Verification of non-exclusion)
- Part C: Selection (see section 3.2 Selection criteria)
- Part D: Technical tender (see section 3.3 Award)
- Part E: Financial tender

All tenders must contain a financial tender to be submitted **according to the form in** section 4. Annexes.

The tenderer's attention is drawn to the following points:

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Union. The amount of VAT may be shown separately.

Tenderers must offer mark-ups percentage for the market prices that decrease according to contract values listed in the financial tender (see Annex II).

Tenders must be submitted through the electronic submission system (see point 1 in the Invitation to tender for further information).

Make sure you submit your tender on time: you are advised to start completing your tender early. To avoid any complications with regard to late receipt/non receipt of tenders within the deadline, please ensure that you submit your tender several hours before the deadline. A tender received after the deadline indicated in the procurement documents will be rejected.

1.8 Identification of the tenderer

The tender must include a **cover letter** signed by an authorised representative presenting the name of the tenderer (including all entities in case of joint tender) and identified subcontractors if applicable, and the name of the single contact point (leader) in relation to this procedure.

In case of joint tender, the cover letter must be signed either by an authorised representative for each member, or by the leader authorised by the other members with powers of attorney. The signed powers of attorney must be included in the tender as well. Subcontractors that are identified in the tender must provide a letter of intent signed by an authorised representative stating their willingness to provide the services presented in the tender and in line with the present tender specifications.

All tenderers (including all members of the group in case of joint tender) must provide a signed Legal Entity Form with its supporting evidence. The form is available on:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Tenderers that are already registered in ECDC's accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.

The tenderer (or the leader in case of joint tender) must provide a Financial Identification Form with its supporting documents. Only one form per tender should be submitted. No form is needed for subcontractors and other members of the group in case of joint tender. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/index_en.cfm

The tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with [Commission Recommendation 2003/361/EC](#). This information is used for statistical purposes only.

1.9 Language

Tenders must be submitted in one of the official languages of the European Union. ECDC prefers, however, to receive documentation in English. Nonetheless, the choice of language will be not play any role in the consideration of the tender.

1.10 Additional information

By virtue of Point 11.1(e) of Annex 1 FR (Financial Regulation 2018/1046), ECDC reserves the option to launch further negotiated procedure, with the contractor(s) chosen as a result of the present call for tender, for new services consisting in the repetition of similar services for up to 50% of the contractual amount during the three years following the signature of the original contract.

1.11 Use of Electronic Procurement Tools (e-Procurement)

The successful tenderer(s) shall take the appropriate measures to be compliant with e-invoicing and submit invoices through the system. The successful tenderer(s), whose tender was submitted as a joint tender, may be required to acquire a Global Location Number (GLN), at no additional cost for ECDC.

For additional information on ECDC's e-procurement tools, please refer to:

<https://ecdc.europa.eu/en/about-us/procurement-and-grants>.

1.12 Public access to documents

In the general implementation of its activities and for the processing of tendering procedures in particular, ECDC observes Regulation (EC) No. 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents.

2 TECHNICAL SPECIFICATIONS

2.1 General background

The European Centre for Disease Prevention and Control (ECDC) is an EU agency aimed at strengthening Europe's defences against infectious diseases. The core functions cover a wide spectrum of activities: surveillance, epidemic intelligence, response, scientific advice, microbiology, preparedness, public health training, international relations, health communication, and the scientific journal *Eurosurveillance*. The core values of ECDC are to be a quality-driven, service-minded organisation that acts as one team, and the work of the Centre is characterised by a high level of professionalism and efficiency.

The European Scientific Conference on Applied Infectious Disease Epidemiology ([ESCAIDE](#)) is an annual conference funded and coordinated by ECDC since 2007, with the aims of strengthening the prevention and control of communicable disease through the sharing of knowledge and experiences. The conference is recognised to offer both breadth and depth of content as well as excellent networking opportunities, which are considered highly valuable by participants.

The conference happens during three days and usually hosts 500-700 in-person participants, with 2500-3000 online participants when the conference was held only online (2020 and 2021) and as a hybrid event (2022).

[Find out more about ESCAIDE](#) and [ECDC](#). [Check out the videos ESCAIDE 2021](#), [videos ESCAIDE 2022](#) and the [photos ESCAIDE 2022](#).

Biannual rotation between Stockholm and other city of a EU/EEA MS

ESCAIDE follows a system of yearly rotation between Sweden and a different EU/EEA Member State. The conference will be held in Stockholm in 2024 and 2026. **ESCAIDE 2023 will be hosted in Barcelona, Spain, ESCAIDE 2025 will take place in Warsaw, Poland and ESCAIDE 2027 will be hosted by Prague, Czechia.**

Hybrid model

ESCAIDE will be organised as a hybrid event, integrating the in-person elements with the online in a seamless way, through live web streaming services, videoconferencing and any software and technology allowing the real time engagement of participants.

2.1.1 Event description

ESCAIDE is a 3-day event packed with different sessions, activities and events. The sessions and formats can be adapted and revised over the years, and might include, but are not limited to:

- **Plenary sessions:** proposed by the ESCAIDE Scientific Committee, who invite high-level speakers who will deliver an in-person or online presentation and discuss and tackle topics of significant current importance in infectious disease and public health.
- **Opening and closing ceremonies:** traditionally, ECDC Director and the Chair of the Scientific Committee address the participants, highlighting the programme of the conference.
- **Parallel tracks:** the content for these sessions follows a call for scientific abstracts. These parallel tracks comprise a series of oral presentations (some of which may be pre-recorded) that are followed by Q&A with the audience and the session moderator.
- **Poster tours:** similarly to the parallel tracks, the content for these sessions is also selected following a call for scientific abstracts. Each session takes place in front of an e-poster terminal (described in WP 9 – Exhibition services and illustrated in Annex VIII, Section A) and allows about speakers to present their scientific posters and to respond to questions from the audience and the moderator.
- **Other sessions and side-events:** examples of side events frequently hosted at ESCAIDE:
 - **Scientific and Technical Content Sessions:** showcase relevant work and seed discussion in various fields related to public health.
 - **Wrap-up sessions:** facilitate reflection and discussion of key themes, challenges, and opportunities arising from the conference.
 - **Young professionals' sessions:** Currently, we organise the Career compass, a Q&A session featuring established public health professionals discussing career paths and answering questions.
 - **Social events:** organised with the hosting country to provide opportunities to engage in social activities and networking.
 - **Recharge sessions:** promote mental and emotional wellbeing through relaxation and mindfulness practices and may include guided meditation, breathing exercises, or yoga.

Events with catering served:

- **Science & Drinks:** currently we organise BarCamp, a participant-driven session where attendees propose and vote on topics to be discussed in a laid-back atmosphere over drinks and appetizers. [A summary of previous BarCamps is available to provide context.](#)
- **Networking event:** social/networking event on the first evening of the conference, with light refreshments and drinks offered.
- **Eurosurveillance Seminar:** Held usually during lunchtime, this seminar features presentations by the *Eurosurveillance* Journal team on topics related to

public health. The format is similar to a plenary session, and the Journal team may request a seated lunch to be served during the seminar.

- **Scientific or Professional networks assemblies:** currently we organise the EAN general assembly, a closed event exclusive to EPIET Alumni Network members (EAN), with easy-to-eat lunch served.
- **ECDC Fellowship Graduation Ceremony:** formal dinner event on the final day of the conference to celebrate the graduation of ECDC Fellows.

The types of sessions offered at ESCAIDE and outlined above and in Table 1 may vary from one year to the next. While it's crucial to maintain consistency across conference editions, introducing new and innovative ideas will also keep attendees engaged and interested, hence Table 1 indicates the types and numbers of sessions usually needed, but there may be some flexibility in the types, frequency and formats of these sessions.

Table 1 Types of sessions at ESCAIDE

Sessions	With studio	In-person	Online	Room(s) ²	Sessions per year	Catering
Plenary sessions	✓	✓	✓	Auditorium	5	-
Opening and closing ceremonies	✓	✓	✓	Auditorium	2	-
Parallel tracks	✓	✓	✓	Auditoria	15	-
Poster tours	-	✓	✓	e-Poster area	25	-
Scientific and Technical Content Sessions	✓	✓	✓	Auditoria or Room with video-Conference equipment	4	-
Scientific and Technical Content Sessions (only in-person)	-	✓	-	Room	2	-
Wrap-up sessions	✓	✓	✓	Auditorium	3	-
Young professionals' sessions	✓	✓	✓	Auditoria or Room with video-Conference equipment	3	-
Recharge sessions	-	✓	-	Lounge area	3	-
Science & Drinks event	-	✓	-	Auditorium or catering area	1	✓
Networking event	-	✓	-	Catering area	1	✓
Eurosurveillance lunch seminar	✓	✓	✓	Venue room or other venue	1	✓
Network General Assembly	-	✓	✓	Video-Conference room	1	✓
ECDC Fellowship Graduation Ceremony	-	✓	-	Other venue (or same venue TBC with organisers each year)	1	✓

A description of the different sessions and the preliminary program for ESCAIDE are included in **Annex VIII, Section A**. [Find out more about the different sessions and side-events at ESCAIDE](#). [Here is an example of a conference programme: ESCAIDE 2022](#).

² Detailed information about the rooms and technical equipment can be found under “Venue requirements” (p. 29)

2.2 Scope and objectives

The **scope** of this call is to acquire professional services that will support the organisation, coordination and delivery of the ESCAIDE scientific conference programme, and its sessions and associated events.

ECDC is searching for a contractor with extensive and proven experience in the professional conference organisation (PCO) market, who can provide guidance and support in coordinating and organising the ESCAIDE conference.

ESCAIDE is ECDC's primary flagship event, and hence must be delivered to a high-quality standard, able to raise and maintain ECDC's reputation as a trustworthy and independent science-led organisation.

The contractor's primary role will be to plan and implement event logistics based on ECDC's requirements in line with these contractual specifications. The contractor may be required to also provide consultancy services on how to best promote the conference and act as an advisor to recommend optimal formats and technical solutions to achieve given objectives.

The ESCAIDE conference usually has around 500-700 in-person and 3000 online participants. The number of attendees might vary, and this will be adjusted in each request.

The contractor is requested to organise the conference as a hybrid event, integrating the in-person and online elements seamlessly, including all required facilities, logistics, and a platform to deliver content online through web streaming, videoconferencing, and other engagement tools (Q&A chat modules, live polling systems, ideas clouds, social media plug-ins, participants matchmaking tools etc.). The conference and delivery of services must be conducted in English.

While all the planning will focus on the organisation of a hybrid conference, the contractor might be requested and should be in a position to switch from hybrid to online depending on unexpected events.

The overall **objectives** of this call for tender are:

- Cover the design, preparation and delivery of the ESCAIDE conference for the years 2024 to 2027. **The conference will be held as a hybrid event in Stockholm, Sweden (2024), Warsaw, Poland (2025), Stockholm, Sweden (2026), and Prague, Czechia (2027)**, with estimated attendance around 700 in-person participants and about 3000 online.
- Identify providers of the auxiliary services and supervise their activities, acting as single point of contact for ECDC.
- Plan and implement the ECDC Fellowship and MediPIET Programme Graduation Ceremony services and provide various auxiliary services.

2.3 Tasks, deliverables, quality requirements and timelines

WP	Activities and deliverables	Pricing
Work Package 1. Project management	Activity 1: Project management	
	DL1.1: Annual project plan	€/ ESCAIDE edition
	DL1.2: Regular meetings scheduling, agendas and minutes	€/ ESCAIDE edition

WP	Activities and deliverables	Pricing
and coordination	Activity 2: Consultancy services and event concept	
	DL1.3: Event concept report	€/ ESCAIDE edition
	Activity 3: Overall coordination	
	DL1.4: Conference coordination plan and road book/event guide	€/ ESCAIDE edition
Work Package 2. Marketing, design and communication	Activity 1: Visual identity	
	DL2.1: Annual visual identity concept	€/ ESCAIDE edition
	Activity 2: Digital communication materials	
	DL2.2: Digital communication materials production	€/ senior hourly rate
	Activity 3: Conference pack and promotional items	
	DL2.3: Conference package distributed to participants	€/ unit (market price)
	Activity 4: Signposting	
	DL2.4: Physical signposting	€/ ESCAIDE edition
	DL2.5: Digital signposting	
	Small screens	€/ screen
	Large screens	€/ screen
Work Package 3. Event online platform (web and mobile)	Activity 1: Event online platform	
	DL3.1: Online event platform purchase/development or subscription:	€/ unit (market price)
	DL3.2: Set up and launch of the online event platform	€/ junior hourly rate
Work Package 4. Registrations and Participant Management	Activity 1: Participant management services	
	DL4.1: Hiring/subscribing registrations platform	€/ unit (market price)
	DL4.2: Set up registration's platform and participant management	€/ participant
	DL4.3: Continuing Medical Education (CME) certificates	€/ certificate
	Activity 2: On-site services	
	DL4. 4: On-site registration management	€/ on-site participant
	Activity 3: Collection of registration fees	
DL4.5 Collection of registration fees	€/ participant	
Work Package 5. Venue search and rental	Activity 1: Venue pre-booking	
	DL5.1: Confirmation of pre-booking	€/ pre-booking
	Activity 2: Venue rental services	
	DL5.2: Venue rental services	€/ unit (market price)
Work Package 6. Staff services and profiles	Activity 1: Communication and engagement profiles	
	Master of Ceremonies	€/ senior hourly rate
	Session design specialist	€/ senior hourly rate
	Visual note taker	€/ junior hourly rate
	Graphic designer	€/ senior hourly rate
	Web and mobile apps content manager	€/ junior hourly rate
	Activity 2: Audio-visual and IT profiles	
	Production manager	€/ senior hourly rate
	Producer	€/ junior hourly rate
	Script and show callers	€/ junior hourly rate

WP	Activities and deliverables	Pricing
	Activity 3: Local staff	
	Conference Assistants	€/ local staff hourly rate
	Technicians	€/ local staff hourly rate
	Security services	€/ local staff hourly rate
	Photographer	€/ local staff hourly rate
Work Package 7. Project Audio visual and IT equipment	Activity 1: Audio/video (AV), IT, technical equipment	
	DL7.1. Package for sessions livestreamed per auditorium (Package 1)	€/ package price
	DL7.2: Package for Video-Conferencing rooms (Package 2)	€/ package price
	DL7.3: Package per workshop rooms (Package 3)	€/ package price
	DL7.4: Package per supporting room (such as organisers' room and support to speakers room) (Package 4)	€/ package price
	Activity 2: Video production, web streaming and recording services	
	DL7.5: Preparation of remote speakers	€/ junior hourly rate
	DL7.6: Pre-recorded videos	€/ junior hourly rate
	DL7.7: Technical support and AV services during the event	€/ junior hourly rate
Work Package 8. Catering	Activity 1: Catering services	
	DL8.1: Catering area set-up and menus	€/ unit (market price)
Work Package 9. Abstract management services	Activity 1: Abstract management services	
	DL9.1: Abstract submission and review services	€/ unit (market price)
	DL9.2: e-poster submission services	€/ unit (market price)
	DL9.3: e-poster terminals and e-poster area	€/ ESCAIDE edition
Work Package 10. Organisation of ESCAIDE-associated events	Activity 1: Eurosurveillance lunch seminar	
	DL10.1. Eurosurveillance lunch seminar	€/ unit (market price)
	Activity 2: Fellowship Graduation dinner	
	DL10.2. Fellowship graduation dinner	€/ unit (market price)
	Activity 3: Other events	
	DL10.3: Other working lunches and dinners	€/ unit (market price)
Work Package 11. Other services	Other services	€/ unit (market price)
Work Package 12. Evaluation and post-conference services	Activity 1: Flash event reports	
	DL12.1. Flash reports	€/ ESCAIDE edition
	Activity 2: Final post-event report	
	DL12.2. Final report	€/ ESCAIDE edition

Work Package 1. Project management and coordination

Activity 1: Project management

The contractor will ensure project management, including leading on all organisational and coordination aspects, with prior approval of ECDC. This includes at least the following tasks:

DL.1.1: Annual project plan:

- Organise one (1) annual online kick-off meeting and present a detailed annual project plan for the organisation and implementation of the respective edition of ESCAIDE.
When: At least five days before the meeting, share the agenda and supporting documents with ESCAIDE Project Manager (PM).
- The annual project plan should include a workflow, timeline, and responsibilities. **When:** Within five working days after the meeting, circulate the annual project plan for comments and final agreement by the ESCAIDE PM and other interested parties as indicated by ECDC.

DL.1.2: Meetings scheduling, agendas and minutes:

- Schedule and conduct regular weekly or by-weekly online coordination meetings (approx. 30 minutes) to ensure the project runs smoothly. Approximately, in total 20 coordination meetings might be needed until the event.
- The contractor is responsible to organise and attend one in-person detailed site-visit to the chosen venue, coordinating with local and other providers (such as AV companies, catering, etc) to assess the facilities, infrastructure, and logistical aspects of the venue in order to ensure its suitability and adequacy for hosting the event, as well as to identify any potential challenges or requirements that need to be addressed prior to the conference. **When:** at least 4 months before the conference the site visit should be organised. The contractor is responsible for prepare the agenda, coordinate with sub-contractors and venue staff to ensure that the site visit can cover all aspects required to organise a successful event.
- Additionally, annually , for each edition of ESCAIDE, meetings will include at least, a coordination meeting during the event setup, a daily coordination meeting during the event, and a lessons-learned meeting after the event. Such meetings should ensure that:
 - Keep ECDC updated on the progress of the work and provide overviews on contract implementation as requested.
 - Provide general input and be responsible for the preparation, planning, and implementation of the conference and related activities.
 - Establish a contact person with ECDC who can respond to any related queries on a daily basis.
 - Ensure continuous management of information flows between ECDC, subcontractors, and other necessary contact persons.
 - Provide general administration, including budgeting, contract management, and invoicing in alignment with ECDC contractual provisions. **When:** Prepare meeting agends two days before the meeting, and send minutes within two days after he meeting.

Activity 2: Consultancy services and event concept

For each edition of ESCAIDE, the contractor should prepare an event concept report, advising on the most appropriate formats and technical solutions to achieve its objectives. This includes at least:

DL.1.3: Event concept report:

- Establish event objectives and KPIs with ECDC.
- Research best practices for achieving objectives and enhancing participant experience.
- Identify necessary event services (technical equipment, online platform, expert services, etc.).
- Propose engagement tools and initiatives and how to apply them during different moments of the conference.
- Develop innovative solutions to address engagement challenges and enhance networking experience (e.g. web apps for the event, interactive badges, interactive voting systems).
- Develop and working continuously on a script for the event, with input and approval from ECDC.
- Advise on user research and evaluation of the event, including good practices for collecting feedback from participants before, during, and after the conference.
- Create timeline for event preparation and production milestones.
- Identify and present sustainable initiatives in implementing and delivering the event so these can be promoted also with the ESCAIDE audience.
- **When:** Submit Event concept report to ECDC within three months after each specific contract signature and update it at least one month before the event based on feedback and input from ECDC.

Activity 3: Overall coordination**DL.1.4: Conference coordination plan and road book/event guide:**

The contractor's responsibilities include coordinating all stakeholders necessary for a successful event, such as the ECDC team, sub-contractors, hosting country counterparts, public authorities, suppliers, contractors, event participants, exhibitors, and speakers. The aim of the overall coordination of the project is to provide end-to-end event management services for ECDC's conference, ensuring a seamless and successful execution. The deliverable will include the following tasks:

- Plan operations and develop checklists, and running sheets that specify milestones and deadlines for all parties involved, from the first meeting with ECDC (kick-off meeting) to post-event evaluation.
- Identify, brief, coordinate, and supervise the work of subcontractors before, during, and after the event to ensure that ECDC's requirements are met, and proper delivery of services is provided.
- Report to ECDC if any limitations are identified in the work delivered by the subcontractors which could impact the delivery of a successful event.
- Advise on technical possibilities and limitations of the venue to implement the hybrid elements of ESCAIDE, analysing existing equipment and checking it against the equipment required, as well as presence during: at least two half-day preparatory online meetings; and in-person during the event set-up and rehearsal, during the event itself, and during dismantling. Advise ECDC on innovative, creative, cutting-edge technology for hybrid events, as well as implement the technology and provide on-site support and troubleshooting at all times.

- Conduct analysis of signposting needs, including evaluation of existing signposting infrastructure at the venue and possibilities for reusing previously produced materials. Include in the road book a detailed signposting plan, including floor plans with positioning of signposting, provision of visuals to be displayed per signposting item, and creation and production of appropriate signage to facilitate navigation around the venue.
- Ensure that deadlines are set, communicated clearly to all players involved, and closely monitored, while allowing for some exceptional last-minute changes.
- Attend and be present during all meetings needed for the smooth running of the event, drawing up meeting agendas, and meeting minutes. Additionally, provide overviews on contract implementation as requested by ECDC.
- Manage information flows continuously between the ECDC and any service providers and players mentioned above.
- Ensure on-site coordination and quality control for the full duration of the conference and its associated events.
- Be available at least between 09.00-17.00 Stockholm time on ECDC working days to assist and report on progress made in the execution of the contract, coordinate and supervise of services before, during, and after the event, as well as ensuring respect of the planning of the event's preparation, as agreed with ECDC.
- **When:** The road book/event guide will be presented to ECDC at least three months before the conference, with final version revised based on ECDC feedback and input,, delivered at least one month before the event.

The contractor is requested to provide a budget proposal for each deliverable described in WP1 at a **fixed price** structure per each ESCAIDE edition.

For the purpose of attending the site-visit and the conference, travelling and accommodation fees for contractor's staff to attend the site visit, and time to reach the place of work or the venue place, will not be eligible for separate reimbursement, these costs should be included in the estimated fixed price. At least two contractor's staff should attend the site visit.

Work Package 2. Marketing, design and communication

The contractor will coordinate communication activities to various audiences before, during, and after ESCAIDE, including design and production of materials to implement the marketing and communication plan.

Activity 1: Visual identity

DL.2.1: Annual visual identity concept:

The contractor is responsible for creating the visual identity for each annual edition of ESCAIDE. This includes proposing logo adaptations and branding that adhere to ESCAIDE design guidelines, to be used in both offline and online communication, and that should be adapted to reflect each annual edition. The deliverable for this activity is the annual visual identity report, which should include:

- At least four proposals for the annual visual identity, including the logo design and any adaptations to branding.

- Guidelines for the use of the visual identity in both online and offline communication.
- Clear examples of how the visual identity should be applied across different materials (e.g. conference templates, brochures, website, social media, signposting, etc.).
- Timelines for design and production of visual identity materials, with clear deadlines for ECDC input and approval.
- Suggestions for evaluating the effectiveness of the visual identity and making any necessary adjustments for future editions of ESCAIDE.
- **When:** The contractor will present the visual identity proposals to ECDC within three weeks after the specific contract signature. An updated proposal based on ECDC feedback will be submitted within one week after the first feedback.

The contractor is requested to provide a budget proposal for the visual identity concept at a **fixed price** structure per each ESCAIDE edition.

Activity 2: Digital communication materials

DL.2.2: Digital communication materials production:

The contractor will provide graphic design services, as exemplified in Table 2, and produce different products listed in Table 3, in consultation with ECDC and aligned with ESCAIDE branding.

Table 2 *Examples of types of graphic design services*

Services	More info
Design and layout	Develop and produce the design and layout of print and digital material, incl. visual guidelines, brochures, leaflets, newsletters, infographics or any other paper-based product; the design and layout of presentations (PowerPoint, flash animations); the design and layout of websites (e.g. registration website, event online platform).
Development and design	Incl. infographics, charts, diagrams, maps and any other forms of data visualisation, including interactive resources (interactive maps, clickable infographics, etc.), meant to present information quickly and clearly.
Developing social media graphic elements	Design and production of social media posts and materials ('shareables'), Animated infographics (GIFs) for social media use, etc.
Other promotional material	Design, brand, adapt and produce promotional material, gadgets, stands, roll-ups, banners and promotional supports. All promotional materials should be ethically and sustainably produced. Any single use plastic should be avoided.
Photos, illustrations and copyright	Create and research images, illustrations, and infographics for all types of information material; purchase stock photos and illustrations for multiple uses in various contexts/media. This includes the editorial research and the management of all copyright related issues.
Printing services	The contractor may be requested to print promotional material. Designs shall be made for printing on recycled paper, or, if that is not possible, the most environmentally friendly virgin paper.

Table 3 Graphic design materials to be produced for each edition of the conference

Material	More info
Website banner	When: Up to two weeks after contract signature
Newsletter banner	When: Up to two weeks after contract signature
Editable MS Word template or MS Word header	When: Up to two weeks after contract signature. MS Word.
Designed images for social media and promotion materials	Examples: plenary session cards for social media, cover images, email signature banner, save-the-date, launch of abstract call, registrations, speakers' announcements, quotes. When: As requested by ECDC throughout the project.
PPT template	When: Up to two weeks after contract signature
PPT slides or animated/dynamic set of approx. 10 moments to be used in digital signposting and event online platform	To introduce each session and/or breaking loop between sessions; display information during lunch and breaks online and onsite on identified digital signposting terminals; and give general announcements. When: The first mock-ups should be shared with ECDC at least three weeks before the event, and the final set of slides, should be shared at least one week before the conference.
PPT designed set of 10 slides	Content will be provided by ECDC. When: The first mock-up, at least one month before the conference; the final set of slides, at least three weeks before the conference.
Lectern sign	When: The first mock-up, at least three weeks before the event
Abstract Book	Layout of the electronic Abstract Book, inside up to 200 pages, in an interactive PDF. The content is provided by ECDC and includes all abstracts accepted and presented in the conference, an indexing system, and additional information such as biographies, and other content to be specified by ECDC. When: at least two weeks before the conference dates. Possible minor changes might be required after publication, on request from ECDC. Here are examples of past ESCAIDE abstract books.
Designed Programme	In interactive PDF, Indesign source files available on demand, A4, cover and content in CMYK respecting the ESCAIDE design guidelines. Each session shall have a label/color code, to be aligned with the signposting in the venue, as well as the online event platform. When: at least three weeks before the event. Here is the programme document for ESCAIDE 2022.
Short video (event introduction)	With title of the event, some copywriting on the content and programme. Duration: 10-20 seconds. When: at least two months before the event.
Short video (after event)	After movie of up to 90 seconds. The video should highlight the outcomes of the discussions at the event. Video specifications: 1080i HD - No progressive / Render out - png sequences. When: after the conference, within 5 working days from the date ECDC provides the briefing and the elements to be included in the movie, based on a concept agreed with ECDC.

In addition to supplying the finished product, the contractor will submit the source files, photos and fonts used for all materials produced within the scope of this contract, so that these can be re-used in the same form or in modified form in future ESCAIDE communication actions.

The contractor is requested to provide the **senior hourly rate** for *Graphic designer* time required to develop the materials indicated in Table 2, specifying the number of hours and hourly rates, which should remain consistent throughout the specific contract period.

Activity 3: Conference pack and promotional items

The contractor will prepare the conference pack for all participants, including design, compilation, printing, and distribution.

DL.2.3: Conference package distributed to participants:

Each year, the conference pack will be agreed with ECDC and can include one to three of the items listed below, or other items to be decided annually by ECDC and the contractor. The items should have ESCAIDE branding.

Table 4 Examples of possible of promotional materials to include in the conference pack.

Material	More info
Badges and lanyards	Eco-friendly, recycled, designed
Environmental-friendly promotional items	<ul style="list-style-type: none"> ▪ Bag or folder, with pen and notepad (all with ESCAIDE and ECDC logos) ▪ Other printed items and communication materials ▪ Give-aways (e.g. local souvenirs, tea bags, DIY Kits, Custom boxes, Gift cards, Reusable water bottles, Travel porter glasses, Neck gaiter, Reusable tote bag, Volant journal, Plant pot and seeds) ▪ Digital items (e.g. Digital bullet journal, e-book, Subscription memberships) ▪ Eco-friendly items (e.g. recycled pots, offset carbon emissions, plant a tree). ▪ Gadgets (e.g. power bank, USB flash stick, webcam cover) ▪ Charitable donations (e.g. named donations, vulnerable populations-targeted charities, micro-lending gift cards)
Program printed	InDesign source files available on demand, A4 or A5 to be agreed. Program printed on a double-sided recyclable 150-gram paper. Here is the programme document for ESCAIDE 2022.
Event carbon emissions offset	Travelling to ESCAIDE produces carbon emissions associated with attendee travel, hotel stays, and venue energy usage. The contractor is expected to find event-related emissions offset programs and report to ECDC on calculations and approach taken. When: at least 3 months before the event, the contractor is responsible to provide clear information to ECDC about this initiative, so this can be promoted in alignment with the communication plan.

As the request for these items vary in each edition of the conference, the contractor is requested to provide pricing for the conference package items based on **market price** rates, according to the products requested each year, during the specific tender. This should include all necessary costs for design, recycling and any other services or material needed for the items to be ready for use at the event venue.

Activity 4: Signposting

The contractor is responsible for creating high-quality and sustainable signposting that enhances the overall attendee experience, and complies with ECDC and ESCAIDE visual identity rules. Preference should be given to digital signposting, in particular for indoor areas.

DL.2.4: Physical signposting design and production services:

Table 5 Physical signposting materials to be produced for each edition of the conference

Material	More info
(5) Banners/roll ups	for indoor use
(2) Banners	for outdoor use to give the conference external visibility in the host city
(5) Customisable standing boards	for areas/meeting rooms without digital signposting
(1) Map for the poster area	to identify specific poster stations
(1) Schedule/ event programme panel	to place in the venue and help participants navigate the programme by day

The contractor is requested to provide a financial proposal for the set of physical signposting materials described in Table 5 at a **fixed price** per each ESCAIDE edition. This should encompass all associated costs, including design, transport, installation, recycling, and any other required services or materials to ensure the items are ready for use at the event venue. The contractor is responsible for managing the shipment of all necessary materials for the conference and appropriately disposing and recycling non-reusable signposting after the event.

If additional items are required (e.g. additional banners, 3D letters for stage, etc.), the contractor should provide a breakdown of additional costs based on prevailing **market prices**, during the specific tender.

DL.2.5: Digital signposting:

Table 6 Screens for digital signposting

Material	More info
Small screens	40" minimum
Large screens	50" minimum

The contractor is requested to provide a financial proposal for the rental of digital signposting screens for each ESCAIDE **edition, including set-up day at a fixed price** per small and per large screen. The costs with design materials to display are covered in DL2.2.

Work Package 3. Event online platform (web and mobile)

The platform's primary aim is to offer a single entrée point for attendees to access a range of content, information and communication tools. In-person attendees can use the event online platform (web and mobile app) to access the programme information, live and pre-recorded sessions and presentations, view the profiles of other participants, and utilize the chat and live poll functions during sessions. Online attendees can watch live-streamed sessions, participate in chat discussions, and access virtual networking sessions. With this platform, attendees can

connect with each other, share knowledge and build relationships, regardless of whether they are attending in-person or online.

Activity 1: Event online platform

The contractor must be able to organise live web streaming services in an event online platform (web and mobile), allowing all registered participants online and/or on-site to connect, while offering new ways to create experiences that connect participants. The platform should be set up with similar functionalities to ESCAIDE 2020-2023, but improvements and innovation are welcome.

DL.3.1: Online event platform purchase/development or subscription:

- Select and purchase/subscribe an event online platform.

To be able to implement the hybrid element of ESCAIDE, the event online platform (web and mobile) chosen should follow the requirements below.

– *Event online platform (mobile and web apps) requirements*

- The platform will provide an intuitive and easy-to-use interface, offering interactive and up-to-date agenda, personalised event schedule, participants list, interactive programme linking to session webpages and speaker details, etc. Additionally, it will allow for real-time edits and updates.
- For virtual info-stands, the platform needs to provide a virtual booth/webpage for exhibitors to showcase their materials and connect with attendees. The platform should allow for text, videos, hyperlinks, images, chat, bookmark contacts, etc.
- To enable the webcast/web streaming of sessions, the platform needs to support the video streaming of presentations with consistent video quality, while minimizing technical risks. The platform should also allow for large scale connections for remote and on-site participants.
- For the virtual poster exhibition, the platform should allow for the upload and visualization of power point presentations and scientific posters.
- Customisation is an essential part of any virtual event platform, and the platform should be customizable to ESCAIDE visual identity, event requirements, and allow for categorisation and organisation of content to be accessed on-demand by the participants.
- To facilitate networking and conversation tools, the platform should have strategically placed chat, comments, questions, responses, and voting polls, and allow the content generated in these tools to be extracted in downloadable format by admin users.
- For uploading of pre-recorded video content, the platform should allow for easy uploading and playback of pre-recorded sessions.
- To ensure maximum accessibility, the platform should be accessible to iOS, Android, and web users, support the latest versions of Safari, Chrome, Edge, Firefox browsers, and be provided to the users without any costs.
- Any cost for development, licensing and subscription must be included in the quoted price elements in the financial tender.
- ECDC is the owner of the information stored in the platform.

- ECDC will assess and confirm all requirements during contract implementation.

– *Data protection principles:*

- All processing of personal data, including participants list and its storage must apply the legal obligations relating to personal data protection, in accordance with Regulation (EU) 2018/1725, eventually complemented by Regulation (EU) 2016/679 (GDPR).
- Personal data can be processed in cloud computing solutions for a specified, explicit and legitimate purpose. The personal data processed must be adequate, relevant and not excessive in relation to the purpose for which they are collected. They also must be accurate, kept up to date in a form which permits for the identification of the data subjects for no longer than necessary for the purpose for which these were collected and further processed.
- Territoriality of datacentres: The cloud service provider including any of its subcontractors or consortium partners, may only store (incl. backups) and treat personal data using datacentres or similar premises, located on the territory of the European Economic Area (EEA). Every additional data storage and/or treatment location within the EEA envisaged during the period of implementation of the contract must be communicated in advance to ECDC.
- The platform must comply with the "bronze level" requirements from EC's Guidelines for adopting secure public cloud Software-as-a-Service (SaaS) Products:
 - The provider accepts to be exclusively a data processor
 - All data and assets, except for PA data, must reside in the EU
 - Transparency on the use of Service data
 - Data can be backed up on demand from the service
 - Customers control the Identity & Access Management (IAM)
 - Access logs are available
 - Sub-contractors' list is disclosed and maintained
 - GDPR compliance
 - Existence of a Data Processing Agreement (DPA)
 - Audit rights
 - Encryption in transit
 - Support for Multi-Factor Authentication (MFA)
 - EAL-2 security posture self-assessed
 - a best-effort objective of 99.0% availability
 - 8am/5pm CET support.

Annex VIII, Section B lists the main features of the online platform, including requirements on data processing. Snapshots from previous editions are also provided to illustrate what is expected from the platform.

The contractor is requested to provide pricing for the event online platform based on prevailing **market price**, during the specific tender, according to the Tender Specification Point 1.2.2.

If additional tools are required (e.g., matchmaking tools, gamification features, live polls, ideas clouds, social media walls, etc.), and there is a need for payment of subscription fees, this should all be included in the **market price**, during the specific tender, for the event online platform.

DL.3.2: Set-up and launch of platform:

- Appoint a team or individual, able to provide consistent support in setting up the structure of the web and mobile platform, as well as content management, in alignment with ECDC requirements. *See profile "Web and mobile apps content manager".*
- Prepare and customise the platform, including web architecture, structure, content and interactivities in place.
- Ensure that the web and mobile apps are fully functional at least two months before the conference, including performance test simulating multiple users connected while streaming content.
- Provide full technical assistance before, during and, if necessary, after the event to the platform users.
- Assist presenters, including planning, rehearsal, and live support.
- Assure that a virtual host attends each session to deal with technical issues.
- Communicate with speakers to provide instructions and to ensure they are able to deliver their presentation in due time and with quality.
- **When:** Deliver the structure and mock-up of the platform at least 4 months before the event. The platform should be live and fully operational at least one month before the event.

The contractor is requested to provide the **estimated junior hourly** rate for '*Web and mobile apps content manager*' profile time required to set-up and launch the platform, specifying the number of hours and hourly rates, which should remain consistent throughout the contract period.

Work Package 4. Registrations and Participant Management

The contractor will be required to create or customise an on-line system for registration of participants and ensure its day-to-day management. The contractor will be required to set up an on-site badging registration desk and ensure the participants management during the conference.

The price quoted for participant management, must include pre-event, onsite and technical equipment services.

Activity 1: Participant management services

The successful testing and launch of the registration platform are critical components of the event planning process. It must be user-friendly, cloud-based, and compliant with EU data protection regulations.

DL4.1: Hiring/subscribing the registration platform:

- Offer a registration system that is user-friendly, cloud-based, and capable of hosting the entire registration process on one platform.
- The registration platform should be embedded or compatible with the event online platform.
- Execute rigorous testing and validation procedures to ensure that the system is fully functional.
- Test various aspects such as usability, security, data protection, and performance, among others.

– Registration system platform requirements:

- Password-protect registration process
- Customised registration forms: creation of online registration processes by attendee type (e.g. speaker, abstract presenter, info-stand owner), as well as per event type (e.g. if additional registration is needed for side-events)
- Tailor messaging to segmented lists (e.g. confirmation of registration, additional info on the conference, post-event survey)
- Capture personal data, dietary requirements, arrival and departure day, etc.
- Email content analysis tool to avoid emails being marked as spam
- Real-time reporting, incl. dashboard and import/export of contacts using Excel
- Accept modifications or cancellations until specified dates
- Providing back-office access to ECDC and allow registration on behalf of attendees on the backend
- Allow bulk registrations of a group all at once
- Allow pre-screening of registrations to accept or reject registrants and custom messaging accordingly
- Look and feel matching ESCAIDE's each edition visual identity
- Any cost for development, licensing and subscription must be included in the quoted price elements in the financial tender
- Without prejudice of Data Protection principles, ECDC is the owner of the information stored in the platform
- ECDC will assess and confirm all requirements during contract implementation

– Data protection principles:

- All processing of personal data, including participants list and its storage must apply the legal obligations relating to personal data protection, in accordance with Regulation (EU) 2018/1725, eventually complemented by Regulation (EU) 2016/679 (GDPR).
- Personal data can be processed in cloud computing solutions for a specified, explicit and legitimate purpose. The personal data processed must be adequate, relevant and not excessive in relation to the purpose for which they are collected. They also must be accurate, kept up to date in a form which permits for the identification of the data

subjects for no longer than necessary for the purpose for which these were collected and further processed.

- Territoriality of datacentres: The cloud service provider including any of its subcontractors or consortium partners, may only store (incl. backups) and treat personal data using datacentres or similar premises, located on the territory of the European Economic Area (EEA). Every additional data storage and/or treatment location within the EEA envisaged during the period of implementation of the contract must be communicated in advance to ECDC.
- The platform must comply with the "bronze level" requirements from EC's Guidelines for adopting secure public cloud Software-as-a-Service (SaaS) Products:
 - The provider accepts to be exclusively a data processor
 - All data and assets, except for PA data, must reside in the EU
 - Transparency on the use of Service data
 - Data can be backed up on demand from the service
 - Customers control the Identity & Access Management (IAM)
 - Access logs are available
 - Sub-contractors' list is disclosed and maintained
 - GDPR compliance
 - Existence of a Data Processing Agreement (DPA)
 - Audit rights
 - Encryption in transit
 - Support for Multi-Factor Authentication (MFA)
 - EAL-2 security posture self-assessed
 - a best-effort objective of 99.0% availability
 - 8am/5pm CET support.

The contractor is requested to provide pricing for the event online platform based on **market price**, during the specific tender, according to the Tender Specification Point 1.2.2.

DL4.2: Set up registration's platform and participant management:

- Ensure that the registration system is available in a timely way to coincide with the promotion and timeline for registrations. **When:** The pre-event phase will typically start after the kick-off and the registrations should be open at the same time of the abstract call (around March-April).
- Provide ongoing support and maintenance for the platform throughout the registration period to ensure smooth operation and accessibility, including setting up a conference customer service email address and handling queries within 24 hours on ECDC working days.
- Handling registration of participants (including cancellations and queries), and tracking evolution of registration numbers, including per country and participant category, and reporting to ECDC.

- Establish list of invitees/participants, final attendance list, accurate updated and aligned with the timeline of production of participants badges.
- Provide block bookings for participants for at least three hotels near the conference centre (within walking distance), negotiate discounted rates, and provide a general list of hotels that could be suggested for the participants and published on the ESCAIDE website (to be provided before the opening of registrations).
- Preparing information and e-mails to participants, including logistic details on the event venue and venue's floor plan, public transport, hotel, organisational information before, during and after the event, and contact details of an on-site event manager. *Targeted mass mailing should include, but not limited to:*
 - Invitations (and reminders)
 - Upload of e-posters
 - Exhibitors/info-stands
 - Details on public transport hotel event venue for on-site participants
 - Information for remote participants
 - Programme highlights before, during and just after the conference days
 - Thank you email with the post-evaluation survey
 - Reminders to complete in the post-evaluation survey
- Implement an electronic attendance certificate generator system that integrates seamlessly with the registration platform and utilises pre-designed certificate templates. The system should enable the distribution and tracking of certificates, ensuring that all attendees receive their certificates in a timely manner. Additionally, robust security measures must be implemented to protect attendee information and maintain confidentiality. The contractor should also provide necessary support to attendees who may require assistance in accessing or downloading their certificates. When: It is expected that the certificates will be distributed no later than one week after the conference.

The contractor is requested to provide a **fixed price** based on the number of participants for each edition of ESCAIDE, allowing scalability according to the event's attendance.

DL4.3: Continuing Medical Education (CME) certificates:

The primary purpose of CME certificates is to acknowledge and document the educational activities attended by healthcare professionals, enabling them to demonstrate their commitment to ongoing professional development and stay updated with the latest advancements in their field. The contractor will be responsible for the following:

- **Accurate attendance records:** Implement a system for tracking attendance and participation during the conference to verify that participants have fulfilled the required educational activities to earn CME credits. This may involve electronic scanning of badges, sign-in sheets, or digital check-ins in the event online platform.
- **Credit Calculation:** Based on the guidelines provided by ECDC, calculate the number of CME credits that can be awarded for each participant according to their attendance.

- Certificate Issuance: Prepare and issue CME certificates to participants who have met the requirements for earning credits. The templates for these certificates will be provided by ECDC.
- Reporting: Maintains accurate records of CME credits earned by participants and submits necessary reports to ECDC.
- **When:** At latest one month after the conference.

The contractor is requested to provide a **fixed price** based on the number of certificates issued, allowing scalability according to the CME requests received.

Activity 2: On-site participant management services

The contractor is responsible to welcome participants and providing them with the conference package, which includes lanyards with personalised name badges, and other conference materials. The staff at the information desk should be able to give directions to the delegates and provide assistance.

The welcome desk should have enough staff, equipment and material to ensure that all registered participants can be processed in a way that waiting time at the registration desk is as short as possible. Self-service and self-badging terminals are allowed only with prior authorisation of ECDC. The proposal of the contractor should be justified in the technical offer.

DL4.4: On-site registration management:

- Management and supervision of on-site registrations, starting one day before the event, integrating on-site registrations in event statistics.
- Providing scanning or other check-in equipment and printers as well as any necessary cables, internet connections and electricity supply for smooth registration. The contractor shall use equipment following the latest available technological standards.
- Ensure that the registration desk organises the verification and printing of attendance list and distribution of badges, conference materials, conference packs and any other event materials.
- Monitoring participant presence on-site, including monitoring access to side-events.

The contractor is requested to provide a **fixed price** based on the number of participants for each edition of ESCAIDE, allowing scalability according to the event's attendance.

Activity 3: Collection of registration fees

DL4.5: Collection of registration fees

Each year, ECDC will decide in advance whether to collect registration fees or not. If required by ECDC, the contractor should be able to collect participation fees, which includes:

- Concluding agreements with major credit card companies and similar companies.
- Handle cancellations and queries, including, when/if the event is paid, full reimbursement of admissions for cancellations up to one month before the conference.

- The on-site registration should support both cash (Euros and/or local currencies) and credit card payment.

The contractor is requested to provide a **fixed price** based on the number of participants for each edition of ESCAIDE, allowing scalability according to the event's attendance.

NB: The amount collected by the contractor in admission will be recovered by ECDC through a credit note immediately upon delivery of the conference for services rendered under the service contract.

Work Package 5. Venue search and rental

Activity 1: Venue pre-booking

For the organisation of each edition of ESCAIDE, ECDC will need a venue in the city centre with good accessibility by public transport, with good accessibility for persons with disabilities.

ECDC embraces the principles of environmental sustainability and social responsibility in event management. In delivering its services, the contractor shall minimise the social, economic and environmental impact of ESCAIDE. This should be applied to the selection of venues, hotels, caterers and subcontractors respecting the same values and principles. The contractor shall also bear in mind the combination of venues and suggested hotels located in close proximity one to another to limit the use of ground transportation.

DL5.1. Confirmation of pre-booking:

To secure a venue for ESCAIDE, the contractor is expected, in the year before each edition, to pre-select at least three venues and pre-book at least one, based on discussion and agreement with ECDC. The contractor will contact and engage into preparatory discussions with venues. Where possible, a temporary pre-booking of venue(s) should be done and maintained until a final booking can be confirmed. This request is based on past experience, as there are potential risks due to high demands for event venues, especially in Stockholm, where ESCAIDE takes place every other year.

During the 4 years FWC (2+2), this deliverable will be requested three times:

- In 2024, this deliverable will be requested so that it covers the pre-booking/save-the-date for a venue for the year 2025 when ESCAIDE will be held in Warsaw, Poland.
- In 2025, this deliverable will cover the pre-booking/save-the-date for ESCAIDE 2026 in Stockholm, Sweden.
- In 2026, this deliverable will cover the pre-booking/save-the-date for ESCAIDE 2027 in Prague, Czech Republic.

When: This deliverable is requested in Y-1, the year before the event, where a possible pre-booking should be valid at least until Q1 of the year when the event takes place.

The contractor is requested to provide a **fixed price** per pre-booking.

– *Venue requirements*

- Main auditorium (Room 1): with capacity to accommodate 700 participants theatre style, with a stage/podium for up to five speakers and moderator. The main auditorium should have enough space to set up an attractive TV studio-like stage, with a part for seated interviews and a part for standing keynotes. Speakers should have an easy and safe access to the podium. The exact needs will depend on the final set up of the stage.
- Medium auditorium (Room 2): with capacity to accommodate at least 200 participants theatre style each, with a stage/podium for up to five speakers and a moderator. It should have enough space to set up an attractive TV studio-like stage, with a part for seated interviews and a part for standing keynotes. Speakers should have an easy and safe access to the podium. The exact needs will depend on the final set up of the stage.
- Video-conference room (Room 3): with a capacity to accommodate 100 participants for sessions with in-person and remote participants.
- Workshop room (Room 4): with a capacity to accommodate 50 participants in-person, with possibility to project content on screens.
- Face-to-face area/room with capacity to accommodate up to 30 participants.
- Organisers/secretariat room: with capacity to accommodate up to 15 staff.
- Speakers' room: to support speakers before their presentation (e.g., drop their PPT).
- Lounge room with capacity to accommodate up to 30 participants, a room in a quiet location with a cosy set up.
- Info-stand area: The exhibition area for the conference will include a prominent info-stand area with the capacity to accommodate at least 300 people at the same time. The location of the info-stand area will be near catering areas and other high-traffic locations. The contractor will be responsible for setting up the info-stand area, which will have space for up to 15 info-stands, with at least 5m² of space per stand. The contractor will provide a plan for the layout and distribution of the info-stands, as well as install tables, chairs, and poster boards for the info-stand owners. It is the responsibility of the info-stand owners to bring all the necessary information, printed materials, and other stand content they wish to exhibit. This exhibition area provides a great opportunity for attendees to learn more about products, services, and initiatives related to the conference's themes. **Examples of previous years info-stand areas are in Annex VIII, Section C.**
- e-poster area with capacity to accommodate at least 400 people at the same time. The poster tours happen once a day for 45 mins. In front of each e-poster terminal, a moderator, 5 presenters and a small group of participants (20-30) discuss the content of the e-posters displayed. The room should have space for eight (8) e-poster stations at least 8m² from each other, so it allows sound control and avoids sound interference with the next closest e-poster terminal. The space should have excellent Wi-Fi connection, so it allows good operability of the poster system. The room should have at least 800m². Examples of previous years e-poster terminal areas are in Annex 1, Section A.
- Registration and security area at the main entrance to accommodate enough registration desks, security gates and a cloakroom area.
- Info-desk for participants to receive their promotional item(s) and certificates of attendance.
- Cloakroom with coat hangers with enough capacity for coats and suitcases; the cloakroom must be strategically placed to not interfere with the registration area/process.

- Enough catering areas for participants. At least one area big enough to host lunches, and other areas for networking, coffee breaks and the networking cocktail. Preferably, the coffee break area and the catering areas should be in different spaces.
- Enough régie/stage control spaces, might be necessary if the AV provider needs to connect to the existing régies in the three auditoria (Auditoria 1, 2 and 3).
- Photo exhibition area: where up to 30 photos in A3 format will be exhibited. The photos and labels are provided by the organisers of this activity.

Activity 2: Venue rental services

DL5.2: Venue rental services:

It is the responsibility of the contractor to secure the rental conference halls and areas, including auditoria, rooms requested, poster rooms, common exhibition/reception areas, and other relevant spaces, ensuring that they are attractively presented, furnished, and clean throughout the event. The contractor is responsible for informing ECDC about other event(s) running at the same time in the conference venue, as this should be taken into consideration by ECDC when selecting the venue. All space to be used for the conference needs access to Wi-Fi and this should be available without any costs for attendees. This involves maintaining continuous communication with the venue to ensure the proper execution of the event and related activities, and to ensure that the venue meets the standards outlined in the contract. Additionally, the contractor should ensure that the venue has a modern and distinctive atmosphere that aligns with the event's branding and requirements. All costs associated with the transportation, shipping, packaging, handling, and storage of materials should also be covered by the contractor.

The contractor is also accountable for maintaining the cleanliness of the venue during and after the event, including the proper disposal of packaging materials used for printed and promotional materials. To support environmental sustainability, the contractor must prioritise the use of waste sorting bins throughout all conference rooms and areas to facilitate recycling efforts. Additionally, the contractor must dispose of all waste according to established waste sorting protocols.

– Furniture

To promote sustainability, the contractor should prioritise the use of eco-friendly materials such as reusable or recyclable materials and avoid the use of polluting materials like PVC when setting up and decorating the venue. The contractor is responsible for providing furniture for various rooms and areas, which must be agreed upon in advance with ECDC. *The furniture should include, but not be limited to:*

- Chairs for audience
- Chairs (armchairs) and low tables (number to be adapted to each session speakers planned on stage)
- Tables (possibility to arrange it U-shape for smaller meetings or theatre style for larger meetings) (when necessary)
- Interior design and dressing up
- Customisable electronic lecterns
- Flipcharts

- High desks and highchairs
- Lounge room, with sofas, armchairs, low tables, chairs, tables, lounge pugs, yoga balls
- Info-stand area, with enough tables, chairs, cocktail tables, tablecloths made of material that doesn't crease, poster boards (example in **Annex VIII, Section C**)
- Registration and security area, with enough highchairs, chairs, security ropes (when needed)
- Cloakroom, with enough sets of clothes racks and tickets for the cloakroom, counters, highchairs
- Rest room for Conference assistants, with enough chairs and tables

Additionally to the furniture indicated above, the contractor is responsible for arranging the placement of info-stands to be displayed at ESCAIDE, including:

- Construction, dismantling, and recycling where applicable.
- Provision of electricity, internet connections and any other services needed, including storage.
- Liaising with exhibitors and provide liaison services between venue and exhibitors (and ECDC where necessary).
- Ensuring compliance with any venue-specific safety and security rules.

The contractor is requested to provide pricing for the venue based on **market price**, during the specific tender, according to the Tender Specification Point 1.2.2. This should include all costs needed to implement the event as described (i.e. including needed, furniture, decoration, interior design, air conditioning, lighting, fast and stable wi-fi network, electricity, podium(s), garbage disposal, cleaning, liability insurance, etc.)

In the event that the conference goes online only, the contractor may be requested to identify, book and rent as well as set-up a studio where events can be recorded or live streamed. Minimum requirements for a studio is a LED large screen, three cameras and two screens with live streaming enabled. The quoted prices must include the necessary set-up, dismantling and support services, as well as any electricity, Internet, cabling or other services or accessories necessary to provide the service. The contractor will also ensure the possibility for inspection of site(s) on the day of set-up and a slot with all technical support staff involved for a check-up of all the technical installations and technical rehearsal if required. Studios may also be set up at ECDC premises in Stockholm.

Work Package 6. Staff services and profiles

The contractor is responsible for providing 3 CVs for each profile requested, which must meet the specified requirements. The prices quoted for all expert services must include necessary preparatory meetings and coordination with ECDC, as well as any other preparatory or coordination work requested by ECDC. The contractor is required to quote separate prices for junior and expert services.

Note that language levels indicated throughout the document are based on the [Common European Framework of Reference for Language skills | Europass](#).

Activity 1: Communication and engagement profiles

The contractor is expected to support ECDC in implementing the different elements of the ESCAIDE programme, described in **Annex VIII, Section A**.

To ensure that each edition of ESCAIDE brings novelty and new formats of engagement, the contractor is responsible for providing expert services to design professional, innovative, and memorable event programs. This might involve advising the organisers on the best activities, including scientific, social, and networking events, with the aim of maximising participation and engagement. **To support ECDC in delivering the ESCAIDE program, specific profiles might be required.** These profiles may vary for each edition and can include, but are not limited to:

– *Master of ceremonies:*

- The master of ceremony (MC) acts as the host of the event. They must have excellent public speaking and communication skills, be fluent in English, English level C2, as well as a sound background knowledge of science and preferably in the Public Health domain.
- Plays a vital role in ensuring a seamless transition between program elements, maintaining the event schedule. The MC is responsible for engaging the remote audience, introducing keynote speakers and session participants, and putting them at ease before presenting their main points or speech. They create a connection between sessions, reinforce key messages, announce agenda items, and summarize discussions and highlights of each day. They are also responsible for welcoming participants with the start of the conference, making housekeeping announcements, facilitating the use of the Sli.do app, live-tweeting or managing social media during sessions, and ensuring a smooth flow and continuity throughout the event. Confidence, charisma, and a sense of humour are essential qualities for the job.
- To prepare for the event, the MC will be provided with a detailed script of the overall event covering the management of speakers, the choreography and planning of the podium activities and the audio-visual elements. Based on that, the MC will draft their own script drawing up a set of speaking points and questions. **When:** The MC will share this script with the conference organisers one week before the event.

The contractor is expected to indicate the **senior hourly rate for the Master of Ceremonies**, taking into consideration the duration of the ESCAIDE conference as well as the required time for preparatory work. At least two preparatory meetings of one hour each will be needed. For the purpose of attending the conference, Master of Ceremonies travelling and accommodation fees, will be eligible for separate reimbursement.

– *Session design specialist*

- Ensures that the specific outcomes of ESCAIDE sessions are duly met through professional and engaging moderation and facilitation services.
- Contribute to the development of the agenda, duration and format of specific sessions, by providing advice on best practices to foster discussions and knowledge sharing, creating an atmosphere of interest and participation throughout the conference.
- To prepare for the event, the session design specialist will participate in one (1) 1h preparatory meetings with ECDC. Additionally, they will meet the ESCAIDE Scientific Committee (responsible to organise 5 plenary sessions) to help them defining the format, angles and flow of the plenary sessions. In total, five meetings of 1h each will be

organised with the SC (one per plenary session). As a result of this meeting(s), a script or “facilitation plan” for each session should be produced by the MC and agreed with SC and organisers.

- English level C2

The contractor is expected to indicate the **senior hourly rate for the Session design specialist**, taking into consideration the participation on 6 preparatory meetings of 1 hour each. The Session design specialist is not expected to participate in the conference, hence will not be eligible for separate reimbursement of travel and accommodation costs.

– *Visual note taker*

- The visual note taker is expected to summarise information and main takeaway messages of ESCAIDE in a creative and accurate manner through digital or analogic visual notes in a meaningful and engaging way.
- Participate in calls and meetings with ECDC aimed at collecting information on the event and specific outcomes.
- Propose the most effective graphic recording services to foster engagement, comprehension and retention of key messages based on the discussed outcomes.
- Capture, organise and synthesise the main take away messages and information of meeting proceedings and discussions with real-time drawings, simple words, shapes and others as agreed.
- Ensure that the final product is delivered in a format that is reusable for publications and other materials (e.g. PPT presentations, social media, infographics and websites).
- English level C1.

The contractor is expected to indicate the **hourly junior rate for the Visual note taker**, taking into consideration the participation on at least 10 sessions, over the three days of the conference. For the purpose of attending the conference, the visual note taker(s) travelling and accommodation fees, will be eligible for separate reimbursement.

– *Graphic designer*

- Takes responsibility for and coordinates the development of visual communication tools
- Understands strategic positioning, target audience and key messages to convey, and generates clear ideas and concepts
- Works from ECDC’s brief to generate design of print material, advertising material and give-aways to produce an effective campaign
- Designs visuals based on ECDC’s brief and branding policy
- Creates products that are effective and appealing
- English level C1

The contractor is expected to indicate the **hourly senior rate for the Graphic designer**. The Graphic designer is not expected to participate in the conference, hence will not be eligible for separate reimbursement of travel and accommodation costs.

– *Web and mobile apps content manager*

- Works closely with the web designer to ensure that all conference content is accurately and appropriately presented on the conference web and mobile apps. This includes editing and proofreading abstracts, biographies, presentations, and other materials to ensure that they meet our guidelines and standards.
- Works closely with the technical team to ensure that all content is uploaded in a timely and efficient manner. They will be responsible for managing the conference schedule, creating and updating web pages, and ensuring that all content is properly formatted and optimized for the web.
- The main tasks would focus on: set-up of the event platform ensuring that the web and mobile apps are fully functional, coordination of the design, set-up and day to day content management of the interactive event platform, overview of registration process and importation onto the platform, support to virtual Info-stands and e-posters uploads (including quality control of the files uploaded), full technical support to the participants and all potential users of the platform through the Helpdesk, support to technical moderation, e-mailing campaign through the platform, post-event follow-up.
- Additionally, develops and implements the interactions plan that is simple and effective during the overall conference, coordinates design, testing and implementation of interactive event technologies, event web and mobile apps, and other applications.
- Works closely with show callers to coordinates live polls, quizzes, and other interactions between in-person and online audiences in coordination with conference and session organisers.
- Works closely with the MC and Session design specialist, to utilise a variety of engagement techniques and tools (live polling, whiteboards, role, plays, storytelling) to enhance engagement during the different sessions.
- English level C2.

The contractor is expected to indicate the **hourly junior rate for the Web and mobile apps content manager**. The Web and mobile apps content manager is not expected to participate in the conference, hence will not be eligible for separate reimbursement of travel and accommodation costs.

Activity 2: Audio-visual and IT profiles

– *Production manager*

- Ensures quality of technical production and overall coordination of the technical team.
- Responsible and contact point regarding all technical issues.
- English level C1.

The contractor is expected to indicate the **senior hourly rate for the Production manager**. For the purpose of attending the conference, the Production manager travelling and accommodation fees, will be eligible for separate reimbursement.

– *Producer*

- Responsible for each auditorium/AV studio (we expect 2 Producers, 1 for Auditorium 1 and 1 and Auditorium 2), they supervise the smooth running of the sessions happening

in their auditorium and will work closely with the Production Manager and show callers throughout the event and report to him any technical issue that may arise.

- English level C1.

The contractor is expected to indicate the **junior hourly rate for the Producer(s)**. For the purpose of attending the conference, the Producer(s) travelling and accommodation fees, will be eligible for separate reimbursement.

– *Script and show callers*

- The show caller is responsible to prepare the script to ensure the smooth running of the conference, in the main stages (usually 2, Auditorium 1 and 2). The script will cover the overall event, including the management of speakers, the choreography and planning of the podium activities, as well as the interactivities agreed (pools, votes, etc.). **When:** A first draft will be provided by ECDC and the contractor is requested to provide the final version in close collaboration with ECDC, at least three weeks before the event.
- Coordinates the moderators, speakers, MC and the AV technician's team in the control room/regie during the conference, in the main stages.
- English level C1.

The contractor is expected to indicate the **hourly junior rate for two show callers (one per stage)**, taking into consideration the duration of the event as well as the required time for preparatory work. At least two preparatory meetings of one hour each will be needed. For the purpose of attending the conference, the Show caller(s) travelling and accommodation fees, will be eligible for separate reimbursement.

Any proposed changes by the contractor to the hourly rate being charged at the expert level, instead of junior, must be thoroughly justified to ECDC. The contractor shall provide a clear justification, along with supporting evidence, to substantiate the need for such adjustments. ECDC reserves the right to assess and make a final decision on any proposed modifications to ensure fairness and compliance with the tender guidelines.

The contractor is accountable for keeping ECDC informed of any alterations to the team's composition and level of expertise required involved in executing each specific contract. ECDC's approval is mandatory for such changes. Furthermore, ECDC retains the right to demand the replacement of any team member whose competency or experience is considered insufficient, with the reasons clearly stated. To guarantee successful implementation of all requested services, the contractor must mobilise all profiles listed in the framework contract and have the capability to deploy the required experts during the entire duration of the framework contract.

Activity 3: Local staff

The contractor is also required to hire local staff to help with certain aspects of events, e.g. conference assistants, logistics staff for set-up and dismantling-

– *Conference Assistants*

The contractor will provide on-site assistance and information to the participants by means of multilingual conference assistants able to manage and welcome visitors as well as respond to visitors' questions on the basis of briefings provided by the contractor in consultation with ECDC.

On the conference days, the assistants will wear an identical uniform, provided by the contractor.

The conference assistants' team should include one conference assistant who is designated as team leader. The team leader will liaise between the contractor and the conference assistant team, ensuring that all positions are covered as requested by the organisers and manage breaks. They should have an excellent knowledge in English, C1 level. Good IT knowledge and command of Office tools is required. The time slots indicated in the table below, as well as specific needs will be confirmed when the programme of the event is finalised.

Table 7 Number of conference assistants by timescale

Items	N (estimation)	Timing (estimation)
Set-up	All Conference Assistants (no uniform needed)	14:00 to 18:00
Day 1	14	07:00 to 16:00
	8	16:00 to 20:00
Day 2	10	07:30 to 16:30
	8	16:30 to 20:00
Day 3	10	07:30 to 16:30
	5	16:30 to 18:00

Tasks include but are not limited to:

- Welcoming participants and handing out badges/lanyards;
- Being available for directions within the premises, and for questions regarding the programme and timing of the event.
- Helping with the flow of persons between different rooms and spaces.
- Assisting speakers and panellists with presentations and replacing used water glasses.
- Management and supervision of cloakroom and luggage room.
- Providing support and assistance in meeting rooms (e.g., assistance to presenters with PPT presentations, verification/change of nameplates after each session, smooth management of Q&A sessions with WI-FI microphones).
- Support to attendees requiring special assistance.

– *Technicians*

The contractor is responsible to hire enough technicians to assist during the event. This should include, but not limited to:

- Set-up and dismantle of the technical equipment, incl. rehearsal.
- Provide on-site technical assistance, including the installation and maintenance of all the technical equipment (e.g. Internet connection, IT, audio-visual, exhibition staff, interpretation booths, etc.) necessary for the event.

- Ensure the hybrid/digital aspects of the event, as well support during the pre-recorded phase, when applicable.
- Editing of the video recordings before upload onto the event platform.
- English level B2.

– *Security services*

These services are required during the whole conference as well as during the set-up and the dismantling (24h/24h).

The contractor is required to support on-site in ensuring security needs are correctly assessed and met, respecting at all times instructions from ECDC and the responsible local or national authorities, if applicable.

If not included in the venue rental, please provide an estimate of the number of security officers, by day and by shift in order to avoid queues and ensure tasks described hereafter. At the entrance of the building, participants will need to go through security check. The team of security guards should be gender balanced. There should be at least one female and one male guards within the team, to ensure the control at the security gate.

During the conference, an access control will be organised at the entrance of the conference. Prior to getting their conference badge, delegates will need to go through a security check. The security guards will need to check bags, scan large luggage and use handheld metal detectors to check incoming participants.

– *Photographer*

- To be available on the day before the event for a briefing and to make pictures of the set up, and during the days of the event. **Copyright of the photos belong to ECDC.**
- The overall atmosphere of the event must be captured combining photographs of the official part of the event on stage, imagery of the speakers with emphasis on the participants experience and networking.
- During the event, a first selection of the images must be done and regularly transferred to the digital media team of ECDC to be used in real-time for different social media channels and web.
- After the event, a selection, editing and post-production of the photos must be done and a comprehensive selection of high-definition photos should be at ECDC disposal at the latest on one week after the conference (for at least 1 month) secured by a password.
- English level B2.

The contractor is expected to indicate the **hourly local staff rate in each location for assistants based on Table 7, security guards (x8), photographer (x1)**. In case of assistants, they should be there in the afternoon before the event as well. For the others it is sufficient during the 3-days of duration of event.

Work Package 7. Audio visual and IT equipment

The contractor will provide full technical and IT support needed to organise and implement the conference, including necessary audio-visual and IT equipment.

The contractor is responsible for providing expert technical support to ensure the successful execution of the event in a hybrid set up. The following tasks must be performed by the contractor to ensure that the event is equipped with the most innovative and cutting-edge technology, providing seamless AV services, and ensuring uninterrupted connectivity throughout the conference.

The contractor is responsible to provide all AV services and equipment (hardware and software), including adequate technical back-up, for the conference, to deliver high-quality video transmissions; and ensure that the technical equipment required for different rooms is available.

The contractor and their service providers shall work with the event online platform chosen and connect to its back end to synchronise session details, speakers, and schedules, guaranteeing a smooth and fully integrated operation between the event online platform and the production unit throughout the conference.

ECDC reserves the right to validate and provide feedback on the design and operational procedures for the AV setup. It is the Contractor's responsibility to adhere to and address any necessary adjustments based on ECDC's guidance.

Activity 1: Audio/video (AV), IT, technical equipment

DL7.1. Package for sessions livestreamed per auditorium (Package 1)

- Stage background: Conference auditorium with modern and sleek design, large stage, and well-designed lighting. This includes at least two (x2) large screens on either side of the stage, elevated for clear visibility for all attendees, and a mix of lights to create a dynamic atmosphere.
- Multiple (at least 2) high-quality cameras set up in the auditorium to capture different angles of the speakers and their presentations. Use Picture-in-Picture display of at least three elements (speakers, presentations, social media feeds, or other agreed elements between ECDC and the contractor).
- High-quality audio system (x1) to ensure that both onsite and online participants can clearly hear the speakers and their presentations.
- Microphone equipment (incl. mobile hand-held (x5), gooseneck mic (x1), earpiece and headset-type (x3), as needed)
- Video encoding software (x1) to compress and send audio and video data over the internet in real-time.
- Interoperability with the streaming platform to ensure the event online platform can host the webstream.
- Remote control system (x1) that enables presenters to control their presentation and switch between different display screens.
- Prompter (x1) equipment to display script or notes for speakers.
- iPad/tablets (x2) for managing interactive tools and support moderators in incoming questions from online participants.
- Lighting: Appropriate lighting will be needed to ensure that the cameras capture clear images of the speakers and their presentations.

Fast and stable internet connection to ensure a good quality webstream that online participants can follow in real-time without interruptions. High speed and stable wi-fi connection.

DL7.2: Package for Video-Conferencing room (Package 2)

- Market-leading Multi Conference Unit (MCU) video conferencing system (x1): to enable audio and video streams between the different endpoints and allow remote participants to join the meeting and interact with in-person attendees.
- Presentation sharing software (x1): to allow seamless sharing of presentations to ensure that both in-person and remote participants can view same content.
- Audio equipment: microphones (x5) and speakers (x1) will be needed to ensure that both in-person and remote participants can hear each other clearly.
- Fast and stable internet connection to ensure that the video conferencing and presentation sharing are of good quality and that there are no interruptions.
- Remote control system (x1): to enable the presenter to control the presentation and switch between different display screens.
- Display screens/projectors (x1): to enable in-person participants to see remote participants and their presentations.
- High speed and stable wi-fi connection.

DL7.3: Package per workshop room (Package 3)

- High-quality projector (x1): to project clear and sharp images onto a large screen, allowing all attendees to easily see the presentation materials.
- Projection screen (x1): this should be large enough to display the presentation materials clearly and should be positioned in a place that is easily visible to all attendees.
- Audio equipment: this should include a high-quality sound system (x1), with speakers (x1) and mics (x3) placed around the room to ensure that all attendees can hear the presenter clearly.
- Supporting equipment: laptop (x1) to be used for presentations, etc.
- High speed and stable wi-fi connection.

DL7.4: Package per supporting room (such as organisers' room and support to speakers room) (Package 4)

- Printing system, with high-speed printer/photocopier (x1), including enough paper and toner, and a laptop (x1) connected to it.
- A common shared drive on which all presentations and documents can be uploaded. It should be accessible from all computers at the venue (internet connexion needed).
- High speed and stable wi-fi connection.

Table 8 AV/IT package per room

Room	Package 1	Package 2	Package 3	Package 4

Auditoria (x2)	✓			
Video-conferencing room (x1)		✓		
Workshop rooms (x2)			✓	
Supporting rooms (Organisers' and speakers rooms (x2))				✓

It is essential that all equipment required is set up and fully operational before the start of the final rehearsal.

The contractor is responsible for providing an adequate number of technicians, operating and support staff to ensure the smooth running of all technical equipment needed and troubleshoot any issues that may arise, in compliance with the requirements for on-site staff. The costs of 'technicians' for on-site staff are covered in Work Package 6, Activity 4. 'Local staff'. The costs of 'Production manager' and 'Producers' and 'Show-callers' are covered in Work Package 7, 'DL7.7: Technical support and AV services during the event'.

It is important to note that the prices for Audio-visual, IT, Web streaming, and Extra Lighting services should include all necessary set-up, dismantling, and support services. This includes any required electricity, internet, cabling, or other accessories necessary to provide the service. Therefore, it is crucial that the contractor is clear on the requirements and specifications for each service and provides a detailed breakdown of costs. This will ensure that there are no unexpected additional expenses or issues during the event.

The contractor is requested to submit a **pricing proposal based on fixed price for each AV/IT package**, for each edition of the conference, including a set of services and technical equipment necessary to set up each room.

Activity 2: Video production, web streaming and recording services

DL7.5: Preparation of remote speakers:

- In collaboration with the AV support team, schedule and conduct technical checks with speakers and moderators planned to join remotely to prepare for the event. These checks must be done well in advance of the event days to ensure good connection, lighting, and sound. Usually the remote speakers are about 15, but this number can slightly vary.

The contractor is requested to provide the estimated **junior hourly rate** for Producers time to prepare remote speakers per ESCAIDE annual edition.

DL7.6: Pre-recorded videos:

- Provision of pre-recorded videos of conference sessions, preferably using MS Teams. This includes organising and supervising pre-recording services and troubleshooting, if necessary, based on briefing by ECDC, with scheduling of pre-recording slots and making sure the pre-records are available at least one week before the Conference (for abstract-led sessions) and before the conference (for other sessions).

- The videos require only a light edition, with a cover image, usage of “stream templates” (as illustrated in **Annex VIII, Section C**) and inserting the names of the presenters. Precise number of pre-recording sessions to agree with ECDC at a later stage.

The contractor is requested to provide the estimated **junior hourly rate** for Producers time to pre-record videos per ESCAIDE edition.

DL7.7: Technical support and AV services during the event

- Ensure all necessary equipment and technical expertise are provided for the technical rehearsal.
- Organise and supervise web streaming video/audio and recording services for designated rooms and auditoria, to be decided in advance with ECDC. Typically, there will be two rooms with AV TV-like studio: one main auditorium and one medium auditorium.
- Assure and provide a free, secure, and stable Wi-Fi connection for all participants throughout the conference days in all event premises.
- Provide qualified personnel to operate the audio, video, and light equipment during the conference. Provide and coordinate a sufficient number of technicians, operating, and support staff to ensure the smooth running of all technical equipment needed and troubleshooting if necessary. The costs of such technicians for on-site staff are covered in ‘Work Package 6, Activity 4. Local staff’.
- Make the Video on Demand (VoD) with Basic editing of the stream (cut per session) immediately available via the same link as the live stream (in the event online platform) after the session. Additional bandwidth will have to be requested for the VoD traffic.
- Post-event editing of recordings and provide sets of links for video-on-demand use reflecting the sequence of sessions and speakers.
- Provide viewer statistics (at least the number of views and duration, per country).
- Provide recordings on a hard drive. **When:** Two weeks after the event.

The contractor is requested to provide the estimated **junior hourly rate** for Producers time and show-callers for all deliverables under Activity 2 (DL7.5-7.7) for each edition of ESCAIDE.

In the event that the conference goes online only, ECDC might request the contractor to set-up an AV studio at the premises of ECDC or other location, including all necessary technical equipment (as listed above) and technical staff to support the implementation.

Work Package 8. Catering

An important element of the ESCAIDE conference is to support networking and contact between participants at the conference. To facilitate networking ECDC favours standing lunches with grab-and-go options rather than traditional plated meals.

It is expected that future ESCAIDE editions will receive around 700 in-person participants. The contractor is expected to keep continuous contact with suppliers to update the final number of confirmed guests.

The selected caterer should ensure the serving is done respecting proper hygiene practices and food safety. Additionally the venue should ensure proper space for the serving of food in terms of space and number of staff in charge of handling these services to serving food and the drinks, such as sufficient distance between the tables, limited number of persons per table, no self-service, sufficient number of staff, etc.

– *Sustainability requirements*

Single-use items (plastic bottles, tableware, straws, decoration, etc.) are not permitted. The tableware must be clean and identical for all guests. Plates, glasses, cups, cutlery and other tableware must be of sustainable material (wood, bamboo, metal and slate are good alternatives). The coffee machines should not use plastic or non-recyclable capsules. Water should be served from jugs of water, and in glasses rather than disposable cups wherever possible. Other beverages should be fair trade and/or organic, unless explicitly agreed otherwise between the contractor and the ECDC.

Any catering offer must include an explanation of what actions the contractor will implement to avoid food waste. For any unavoidable leftover foods or materials, the Contractor will be required to come up with solutions for disposing of them in a sustainable way: for example, donating to charity if possible or composting / recycling.

– *Furniture and other materials requirements*

The contractor must assure the provision of furniture and all necessary material for the welcome coffee, coffee breaks, lunches, networking cocktail, and when required, meals during side-events (e.g., BarCamp, Network meetings & *Eurosurveillance* lunch seminar). The tables should be dressed with tablecloths unless their design does not require it. The tablecloths must be clean and ironed.

Food and drinks should be displayed on sufficiently large buffet tables with several food points, to make the service easier and ensure a smooth flow of participants and avoid/limit queues and bottlenecks.

Menus and set-ups need to be adapted to space and other constraints. The contractor may be required to integrate the catering with other spaces used during the event (mixed catering and exhibition space, for example). The setup plan of the catering area will be subject to ECDC's approval.

– *Staff requirements*

The staff and in particular the headwaiter should be able to speak fluent English. Any food must be served by waiters, when participants are not allowed to touch any food or drink on their own due to health and safety measures. The contractor needs to consult and act accordingly to the hosting country measures in place at that moment.

– *Food standards*

Unless explicitly requested otherwise, the Contractor must offer plant-based options as part of all menus. Preference shall be given to seasonal, regional and organic food. No endangered species should be served. Allergens shall be indicated on all menus/buffet items. The food must be easily consumable.

All dishes must be accompanied by a clear description of the main ingredients. Plant-based options, gluten- and lactose-free options should be available and clearly indicated, both on the menu submitted in the offer and during the event. The meals must be of irreproachable quality and be presented in a pleasant and seductive way.

The contractor has the obligation to check all dietary requirements expressed by participants during the registration process and respect those when serving the food.

Activity 1: Catering services

DL8.1: Catering area set-up and menus:

The services required include but are not limited to:

- Food and beverages
- Tables and chairs and/or other furniture
- Cutlery and crockery
- Tablecloths
- Dedicated staff to assist with last-minute changes, adapt to ad-hoc requests
- Accommodating special dietary needs, including gluten/lactose-free, halal, kosher, vegan, vegetarian, etc.
- Food labelling (e.g. vegetarian, vegan, lactose-free, gluten-free etc.)
- Interior design and dressing up of catering locations
- Cleaning and waste disposal

The contractor should provide catering services respecting the requirements listed above for the following catering services:

Table 9 Catering requirements

Items	N. units (estimation)	Multiplication factor	Total of units requested	Timing (estimation)	Room
Water Jug and glasses available	25	3	75	08.30 – 18.00	Auditoria 1, 2 and 3
Water fountains (and re-fill)	10	5	50	08.30 – 18.00	Common areas
Running coffee/tea for participants (this includes welcome coffee)	700	3	2100	08.30 – 17.00	Catering area
During coffee-breaks (see agenda): Including local pastries and healthy options. The options should be different every coffee break.	700	6	4600	10.30 – 11.00 16.30 – 17.00	Catering area
Lunches: The buffet standing lunch must include a small starter salad or equivalent, a composed cold or warm meal with meat or fish and vegetables, desserts and fruits, water and juices. Offer must include <u>three different menus for the same range of price</u> including some vegetarian, lactose	700	3	2100	12:15–14:15	Catering area

Items	N. units (estimation)	Multiplication factor	Total of units requested	Timing (estimation)	Room
and gluten free options (clearly identify them as such).					
Box lunch: Easy to eat lunch so the meeting can be held while participants have lunch.	100	1	100 (to deduct from total of lunches requested)	Day 2 12:15 – 13:30	At the video-conferencing room
Networking cocktail: Including sparkling white wine/red wine/beer/juices, local beers, fruit juices, waters, and a mixture of canapés and appetizers (hot and cold). Please include in your offer <u>two different menus for the same range of price.</u>	700	1	700	Day 1 (18:30–20:00)	Catering area
Science & drinks/ BarCamp: Including red and white wine/beer/juices, appetizers and canapes. A small buffet area should be placed in the BarCamp pre-defined area.	200	1	200	Day 2 (18:30–20:00)	TBC

For the timetable, please refer to the Draft Programme (**Annex VIII, Section A**).

Please note that at this stage of the organisation, the indicated quantities are only an estimate and subject to later revision. Please indicate in your offer the deadlines for choosing the menus and providing you the final quantities. The contractor is also required to include in the offer the cancellation policy of the caterer.

The contractor is requested to provide pricing for the catering and related services based on **market price**, during the specific tender, according to the Tender Specification Point 1.2.2.

Work Package 9. Abstract and e-poster management systems

Activity 1: Abstract management services

DL9.1: Abstract submission and review system

Abstract presentations form a key part of the scientific programme at ESCAIDE, and can be presented as either oral presentations (i.e. in parallel tracks) or as posters, during poster tours. The services expected from the contractor cover the provision of a platform and support system manage the acceptance of abstracts into the conference programme, and include:

- Abstract submission: provide a user-friendly online submission platform where authors can submit their abstracts electronically, and allow them to enter their abstract content. The platform will offer tools and guidelines to ensure a consistent formatting of the abstracts.
- Abstract review: the platform will allow invited reviewers to access and evaluate the submitted abstracts. It will include features such as blind review options, scoring systems, and comment sections for reviewers to provide feedback. The review process remains anonymous and confidential, maintaining the integrity of the abstracts evaluation.
- Reviewer management: The abstract management service will assist in managing reviewers by assigning abstracts to them based on their expertise and availability. It will

allow the conference organisers to track the progress of the reviews, send reminders to reviewers, and monitor the quality and timeliness of the feedback provided.

- **Communication and notifications:** The abstract management service will facilitate communication between authors, reviewers, and conference organisers. It will enable automated notifications and reminders to be sent to authors and reviewers at different stages of the abstract management process. This ensures that all relevant stakeholders are kept informed about the status of their submissions, review assignments, and important deadlines.
- **Abstract categorization and sorting:** The abstract management service will provide options for categorising, searching and sorting abstracts based on topics, keywords, or other criteria. This will facilitate efficient organisation and retrieval of abstracts for the abstract book and for the event management platform (web and mobile apps).
- **Data and analytics:** Provide data and analytics on abstract submissions, reviews, and acceptance rates. This will help in tracking the progress of the abstract management process, identifying trends, and making informed decisions regarding the selection of abstracts for presentation at the conference.
- **Technical support to authors and reviewers:** To ensure that users have access to assistance in case of any technical issues, troubleshooting, or questions related to the abstract submission and review platform.

The contractor is requested to provide pricing for the abstract submission and review system based on prevailing **market price**, during the specific tender, according to the Tender Specification Point 1.2.2.

Activity 2: e-poster services

DL9.2: e-poster submission system:

These services include the provision of a system that allows presenters to submit scientific e-posters, exhibit them online, and display them on e-poster terminals at the venue. The system should be designed to facilitate a seamless experience for the presenters and ensure that the posters are easily accessible to all attendees. The contractor is responsible for providing all necessary equipment and technical expertise to ensure that the e-poster system functions smoothly throughout the event. Examples of e-posters and e-poster terminals are shown in **Annex VIII, Section A**.

The contractor is responsible to provide poster submission management services, offering a range of features and support to facilitate efficient poster management, including:

- **Online poster submission platform:** where authors can submit their posters electronically. The format can be PPT or PDF and needs to follow a template provided by ECDC.
- **Poster formatting guidelines and file format and size validation:** to ensure the files meet the conference's requirements. Guidelines and templates will be provided to assist authors in formatting their posters correctly. This will ensure that the posters adhere to the conference's guidelines and are visually appealing and informative for attendees.
- **Communication and notifications:** to send automated notifications and reminders to authors, informing them about important deadlines related to the poster presentation.
- **Digital poster display:** to allow attendees to view the posters online and on the onsite e-poster terminals.

- Technical Support: to authors to ensure assistance in case of any technical issues related to the submission platform, uploading posters, etc. Questions related to the programme (e.g., change of presenter or in the list of authors) should be redirected to ECDC.

The contractor is requested to provide pricing for the e-poster submission system based on prevailing **market price**, during the specific tender, according to the Tender Specification Point 1.2.2.

DL9.3: e-poster terminals and e-poster areas:

- At least eight e-poster terminals will be provided to display the e-posters uploaded by presenters in the e-poster area. Additionally, four more stations will be provided for placement in a social setting to allow viewing of e-posters during coffee breaks, for example.
- Sound interference between simultaneous presentations should be avoided, and headsets should be provided to participants to control noise interferences. Around 400 headsets each day for about 60 minutes may be required for about 6 poster tours happening simultaneously, and presenters should also be provided with headsets and microphones.
- e-poster terminals will have zoom-in/out features and be capable of quick and intuitive transitions between posters. Only the e-posters of each session should be visible before the start of each poster session.
- Include back-up options in case of hardware and/or software failure to ensure uninterrupted service for presenters and attendees.
- Provide on-site support with at least two technical assistants available throughout the duration of the conference to address any technical issues related to viewing and presenting e-posters.
- Offer all services related to testing, transportation, assembly, and disassembly of equipment to ensure seamless implementation of the e-poster system.
- After the conference, the content should be transferred to ECDC in an electronic format on a date agreed upon, and the contractor should ensure that the content is removed from any other platform outside ECDC and confirm in writing that all local copies of the data have been destroyed.

The contractor is requested to provide a **fixed price** structure based on the number editions of the conference, for the rental of eight digital e-poster terminals for the entire duration of the event, including set-up day. The offer should cover all costs related to the implementation of the proposed solution, including additional cables and Wi-Fi connection.

Work Package 10. Organisation of ESCAIDE-associated events

The contractor may be required to organise the ESCAIDE associated events led by ECDC. This includes supporting the ECDC in identifying the events, renting the space and audio-visual and IT equipment, providing advice on set-up and animation, setting up, animating and dismantling them, and providing support with the logistical and technical coordination, before, during and after the event.

Activity 1: *Eurosurveillance* lunch seminar

DL10.1. *Eurosurveillance* lunch seminar

The *Eurosurveillance* team might request to organise a seminar, either during a lunch break or at another time during the conference. The seminar usually features two or three presentations with a moderated debate at the end. The seminar usually lasts 90 minutes and attendees are around 150 and if held at lunchtime, food will be served as part of the seminar. To organise the seminar, the following services might be needed:

- **Venue/Room capacity and set up:** Meeting room arranged in banquet style to accommodate 150 participants, with a lectern and a table on stage equipped with 3-4 chairs. An additional table should be provided at the back of the room. Water, paper and pens should be available on all tables. The seminar should preferably take place in a room with capacity to serve seated lunch be available. In exceptional cases, if the seminar takes place outside the main conference venue (max 150 m distance from the main venue), photographer, security services, staff to direct participants to the room, signposts and proper directions provided by local staff should be arranged.
- **Audio-Visual and IT equipment:** The venue/room must be equipped with a lectern and a gooseneck microphone (or a headset microphone if preferred) for the speaker(s). Three handheld microphones should also be available. Other necessary equipment includes: a video projector, a screen, and a laptop depending on the room setting, switchers, remote controls, beamer. In addition, three gooseneck microphones should be placed on the head table. Additional screens may be needed in the room for the participants who may not easily see the stage while seated. In addition, one monitor facing the head table is needed. The contractor should ensure that interactive features such as Slido, Word clouds etc. are available upon request. Equipment for a hybrid event and/or recording might need to be available upon request, but that will be requested according to packages available under WP 7.
- **Catering needs:** The seminar requires catering services to provide warm lunch, preferably in finger food format, for all 150 participants. A catering station should be set up outside the meeting room, with water, coffee and tea included. Alternatively, tapas food style could be placed on the tables before the arrival of the participants.
- **Specific visuals:** The seminar will need screens to advertise the event, signposting to direct participants to the room, and *Eurosurveillance* background on stage. The lectern, preferably electronic, should also bear the *Eurosurveillance* logo and be customised according to our needs and according to the theme of the seminar.
- **Promotional items** or other material may be requested. A QR code linking to the programme should be made available upon request. Preregistration, promotion and evaluation available via the conference app.

The contractor is requested to provide pricing for the *Eurosurveillance* lunch seminar based on **market price**, during the specific tender, according to the Tender Specification Point 1.2.2. Regarding the Audio-visual equipment, the contractor should provide the service according to the IT Packages in WP7. If the venue and/or the equipment is already available, this should be not included in the request.

Activity 2: Fellowship Graduation ceremony

DL10.2. Fellowship graduation ceremony

The fellowship graduation ceremony is organised by the Fellowship Office at ECDC to celebrate the graduation of approximately 40 ECDC fellows and 16 MediPIET Programme fellows who, during the evening, receive their diploma and certificate. In addition to the graduating fellows, the event welcomes all of those who have directly contributed to the graduates: their supervisors, scientific coordinators, training staff, and other fellows. In total, the event usually receives about 280 participants, and is expected to contribute to strengthen the 'network experience' between the various groups in a relatively informal spirit.

This is an evening event, only for in-person participants, with dinner served. Usually, the event programme is composed by short speeches and presentations, as well as a short 'show' prepared by the graduates and their trainers to celebrate their experiences during the fellowship. This can take the form of projecting a video, or a stage performance, for example.

- Venue/room capacity and set up: It is estimated that approximately 280 participants will be attending. ECDC will communicate in due time, in accordance with the cancellation policy of the venue, the final number of participants attending at ECDC invitation. The contractor is expected to provide all the services related to the venue rental, catering for all participants and all associated logistics, including those listed below. Ideally, the location of the venue should not be more than 20 minutes by public transport from the specific event venue.
- Security services: The contractor is expected to offer a provision to ensure that only registered participants enter the venue.
- Audio-Visual & IT equipment, and stage: The venue needs to be appropriate for a graduation ceremony, which must include a stage (or similar possibility), basic audio visual equipment and projection equipment for use during the graduation ceremony.
- Catering needs: A fully catered graduation dinner (either buffet or table served depending on budget availability):
 - Starter including a vegetarian option and a halal option or fish instead of halal
 - Main meal including a vegetarian option and a halal option or fish instead of halal
 - Salad
 - Dessert
 - 3 drinks per participant (1 welcome drink, 2 glasses of wine/beer or a non-alcoholic alternative)
- Dietary requirements: The contractor should take note of any special dietary requirements (e.g. lactose and gluten intolerance) or allergies as indicated by the participants. The tables should be set up according to normal restaurant standard, in a tasteful and elegant way with suitable decoration.
- Dance floor: After the dinner, the venue should be set-up with a dance floor and a DJ (or a dance floor in an adjacent room) until 3 a.m. (Provision to extend the graduation ceremony and dinner until 5a.m., including provision for cloakroom, bars and the DJ) This should include a bar for individual purchase of beverages during the party, and access to a quieter area (ex. the dining room) where people can converse and socialise when not dancing.

- Visuals/Print: 1 Menu card and programme per table in A5 size.
- Participant management: The contractor will verify the participants upon entering the event.

The contractor is requested to provide **market price**, during the specific tender, according to the Tender Specification Point 1.2.2. for each edition of the Fellowship Graduation Ceremony.

Activity 3: Other events

The contractor may be requested by ECDC to organise additional events, working lunches or dinners. These requests can be for events happening in the days before, during or after the conference.

DL10.3: Other events, working lunches or dinners

- Propose suitable solutions in the venue or other suitable venues, and present ECDC with recommendations to facilitate final choice.
- Social programme and entertainment may also be required: Develop and organise social programmes during meetings and events. These might include music entertainment, cultural visits, guided and sightseeing tours, etc.
- For catering services, coordinate with the selected restaurant or venue, make sure eating habits (e.g., vegetarian and vegan) and special dietary requirements (e.g., gluten/lactose free food) are taken into account and promptly communicate any changes in participation to avoid penalties.
- Prepare and dispatch logistical information (e.g., how to reach the venue/restaurant and any other relevant details).
- If needed, organise shuttle/coach services (buses, minivans, cars). The Contractor is requested to present ECDC with a detailed plan of activities, including the recommended type of vehicles, for prior approval.

The contractor is requested to provide pricing for ad-hoc event requested based on prevailing **market price**, during the specific tender, according to the Tender Specification Point 1.2.2.

Work Package 11. Other services and goods

ECDC may consider implementing additional goods or services that are not described in this document, depending on the needs during the implementation phase. Nevertheless, the additional services or goods that might be required will not deviate from the main scope of this request on implementing a conference, as described in this tender specification.

It might also happen that ECDC identifies a new type of good or service, not initially covered in the FWC, which becomes an important part of any modern, innovative and successful event.

In such circumstances, ECDC will submit a request for offer for the services or goods, describing clearly the nature, scope, and quotation modalities. However, the request for offer does not bind ECDC to accept the offer. Acceptance of the offer will be in accordance with the modalities described in Article I.4.3 of the framework contract.

The total value of these services and goods cannot exceed 40,000 EUR during the whole period of the framework contract.

Work Package 12. Evaluation and post-conference services

Activity 1: Flash event reports

DL12.1. Flash reports

The contractor is required to prepare a flash event report after each day of the conference. This report should contain summary metrics of registrations and check-ins, details of the event online platform (web and mobile) access and usage, as well as information gathered during the conference, including flash surveys and results of interactive activities such as polls and questions during sessions. **When:** The flash reports must be sent to ECDC daily after each conference day.

DL12.2. Final report

This report is the final deliverable and should serve the ECDC in making a specific analysis of the event itself, as well as feed the data collection on the ESCAIDE historical data report. The report should contain more detailed information analysis of the conference outcome and all relevant information, including:

- Detailed metrics (registrations, check-ins and event online platform usage)
- A critical description of the work carried out by the contractor and its subcontractors and a comparison between planned and actual work
- A list of lessons learned and recommendations
- Proof of transfer of edited recordings and content of the event to ECDC
- **When:** The report and annexes must be compiled and sent to ECDC attached to the final invoice, at latest one month after the conference.

The data removal date of the content for each year's conference has to be agreed in written with ECDC. ECDC preference is that the content remains available until the end of the FWC. After the removal date, the contractor shall confirm in writing (by email) that all data included in the web and mobile apps have been destroyed.

The contractor is requested to provide a budget proposal for each deliverable described in WP12, based on a **fixed price** structure for each edition of ESCAIDE.

2.4 Horizontal aspects related to all deliverables/lots

Quality requirement: Written deliverables should be of a high standard of English (C1 equivalent³) and delivered with a format using the ECDC template⁴, when indicated, and which will be provided by ECDC. The report should be written in British English grammar and spelling.

Deliverables planned for publication shall be scientifically sound, original work and suitable for publication for both quality and content.

Business continuity: The contractor shall ensure the continuity of the services during the entire duration of the projects, in particular proper business continuity shall be guaranteed when a member of the team becomes unavailable. In any case, the services will be provided in a timely manner.

Replacement of team member: At ECDC's request, the contractor must replace a team member who prove incapable of carrying out the specified tasks to the required standards (e.g. due to underperformance, improper conduct in service, prolonged absence). Any departure of a team member not requested by ECDC shall be communicated by the contractor without delay.

Participants travelling and accommodation arrangements are outside this framework contract.

It shall be the contractor's responsibility to manage the replacement of their personnel/ sub-contractors to ensure that knowledge and information are transferred with minimum interruption of the services and that a high level of service quality is maintained at all times.

2.5 Place of performance and number of meetings

The contractor will cover the design, preparation, delivery, and post-evaluation of the ESCAIDE conference, which will be held annually in November on a set date decided by ECDC, in Stockholm, Sweden (2024), Warsaw, Poland (2025), Stockholm, Sweden (2026), and Prague, Czechia (2027).

The venues and places of performance indicated in this Tender Specifications document, under section 2.5 ("Place of performance and number of meetings") are subject to change in the event of unforeseen circumstances beyond the control of the parties involved.

2.6 Intellectual property rights

In accordance with Article II.13.1 of the contract (section 4. Annexes) whereby ECDC acquires ownership of the results as defined in the tender specifications, these results may be used for any purpose. In particular, as owner of the results, ECDC has the right to publish and distribute the

³ Common European Framework of Reference for Languages: Learning, Teaching, Assessment (<http://www.coe.int/lang-cefr>)

⁴ An example of a document with an ECDC template can be accessed here:
https://www.ecdc.europa.eu/sites/default/files/documents/SpIDnet_Protocol_enhanced_surveillance-2018.pdf

results in any medium, altering, adapting or modifying the results, reproducing in an unlimited amount of copies and of further transferring of the rights acquired.

3 EVALUATION AND AWARD

The evaluation is based solely on the information provided in the submitted tender. It involves the following:

- Verification of non-exclusion of tenderers on the basis of the exclusion criteria
- Selection of tenderers on the basis of selection criteria
- Verification of compliance with the minimum requirements set out in these tender specifications
- Evaluation of tenders on the basis of the award criteria

ECDC may reject abnormally low tenders, in particular if it established that the tenderer or a subcontractor does not comply with applicable obligations in the fields of environmental, social and labour law.

ECDC will assess these criteria in no particular order. The successful tenderer(s) must pass all criteria to be awarded the contract.

3.1 Verification of non-exclusion

All tenderers must provide a declaration on honour (see section 4. Annexes), signed and dated by an authorised representative, stating that they are not in one of the situations of exclusion listed in that declaration on honour.

In case of joint tender, each member of the group must provide a declaration on honour signed by an authorised representative.

In case of subcontracting, all subcontractors whose capacity is necessary to fulfil the selection criteria must provide a declaration on honour signed by an authorised representative.

ECDC reserves the right to verify whether the successful tenderer(s) is in one of the situations of exclusion by requiring the supporting documents listed in the declaration of honour.

The successful tenderer(s) must provide the documents mentioned as supporting evidence in the declaration on honour before signature of the contract and within a deadline given by ECDC. This requirement applies to each member of the group in case of joint tender and to all subcontractors whose capacity is necessary to fulfil the selection criteria.

The obligation to submit supporting evidence does not apply to international organisations.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by ECDC and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that there has been no change in its situation.

3.2 Selection criteria

Tenderers must prove their legal, regulatory, economic, financial, technical and professional capacity to carry out the work subject to this procurement procedure.

The tenderer may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to ECDC that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal.

The tender must include the proportion of the contract that the tenderer intends to subcontract.

3.2.1 Declaration and evidence

The tenderers (and each member of the group in case of joint tender) and subcontractors whose capacity is necessary to fulfil the selection criteria must provide the declaration on honour (see section 4. Annexes), signed and dated by an authorised representative, stating that they fulfil the selection criteria applicable to them individually. For the criteria applicable to the tenderer as a whole the tenderer (sole tenderer or leader in case of joint tender) must provide the declaration on honour stating that the tenderer, including all members of the group in case of joint tender and including subcontractors if applicable, fulfils the selection criteria for which a consolidated assessment will be carried out.

This declaration is part of the declaration used for exclusion criteria (see section 3.3.2 Award criteria) so only one declaration covering both aspects should be provided by each concerned entity.

The tenderers are also required to provide the evidence mentioned below. This requirement applies to each member of the group in case of joint tender and to subcontractors whose capacity is necessary to fulfil the selection criteria.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by ECDC and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that there has been no change in its situation.

3.2.2 Legal and regulatory capacity

Criteria:

Tenderers must prove that they are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders. The tenderer (including each member of the group in case of joint tender) must provide the following information in its tender if it has not been provided with the Legal Entity Form:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such

publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.

- For natural persons, if required under applicable law, a proof of registration on a professional or trade register or any other official document showing the registration number.

Evidence:

The tenderer shall provide a duly filled in and signed Legal Entity Form (see section 4. Annexes) accompanied by the documents requested therein.

Where the tenderer has already signed another contract with ECDC, they may provide instead of the legal entity file and its supporting documents a copy of the legal entity file provided on that occasion, unless a change in his legal status occurred in the meantime.

3.2.3 Economic and financial capacity criteria

Criteria:

The tenderer must have the necessary economic and financial capacity to perform this contract until its end. In order to prove their capacity, the tenderer must comply with the following selection criteria.

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

The tenderer must have for each of the past two financial years for which accounts have been closed, an average annual turnover of at least **EUR 1 200 000 (one million two hundred thousand)**⁵. This criterion applies to the tenderer as a whole, i.e. the combined capacity of all members of a group in case of a joint tender.

Evidence:

Duly completed and signed Simplified Financial Statement (see link in section 4. Annexes), and the following depending on the legal form:

- Declaration on Honour, declaring that the contractor fulfils the economic and financial capacity by providing a signed and dated Declaration on Honour. In case of a joint offer from a group of economic operators, such declaration should be completed by the leading partner only.
- Copy of the profit & loss account and balance sheet for the last two years for which accounts have been closed.

⁵ The yearly turnover is the most commonly used criterion. The minimum value may not exceed two times the annual value of the contract except in duly justified cases. If you exceed two times the annual value, justification must be included in the tender specifications.

3.2.4 Technical and professional capacity criteria

The language levels indicated throughout this document are based on the Common European Framework of Reference (CEFR) for Language Skills. Additionally, the Europass framework, which aligns with the CEFR, is used for the assessment and documentation of language skills. The language levels referred to in this document are intended to provide a standardised measure of language proficiency for the purposes of understanding and evaluating language requirements and capabilities.

A. Criteria relating to tenderers

Tenderers (in case of a joint tender the combined capacity of all members of the group and identified subcontractors) must comply with the criteria listed below.

- **Criterion A1:** Minimum of five years of experience in the field of professional conference organisation (PCO), with proven experience in organising at least five conferences and/or scientific-based stakeholder events, from which:

- At least one event had more than 600 in-person participants
- At least two events had more than 300 in-person participants
- At least two events were organised as hybrid, for online and in-person audience
- At least three events were held in EU/EEA countries

Evidence A1:

Project descriptions (max 4 pages A4 format for each event), consisting in a description of minimum 5 events provided in the past six years, with:

- Event objectives, format, duration, location, and target audience (including number of participants).
- List of services provided indicating which services were subcontracted to third parties.
- Overall budget spent per event.
- List of references (including contact details) of between 5 and 8 current/past clients to whom the tenderer has supplied similar services over the past five years (max 4 pages A4 format).

- **Criterion A2:** Capacity to work in English (C1 equivalent⁶).

Evidence A2: References to five projects delivered in the last five years showing the necessary language coverage.

⁶ Common European Framework of Reference for Languages: Learning, Teaching, Assessment (<http://www.coe.int/lang-cefr>)

B. Criteria relating to the team delivering the service

The team delivering the service should include, as a minimum, the profiles listed below. Evidence will consist in CVs of the team responsible to deliver the service. Each CV should indicate the intended function in the delivery of the service.

Coordination and operational profiles

B1 - Account Director (at least one member of the team):

- Leads contractor team to ensure high level of customer satisfaction and service orientation, and is responsible for maintaining a high level of performance.
- Acts as the main point of contact for ECDC, liaising with them on all matters concerning the framework contract's implementation, such as the work plan and service level agreements.
- Supervises the staff and technical providers, ensuring that any problems are escalated and appropriate mitigation measures are taken.

Minimum level of capacity	Higher education degree and at least ten (10) years of experience in project management in the area of communication projects, including overseeing project delivery, results monitoring, budget, quality control of delivered service and experience of team management of at least ten people. English knowledge at least C1 according to the European Framework of Reference for Languages.
Evidence	CV including a list of relevant projects managed (see section 4. Annexes)

B2 – Event manager (at least one member of the team):

- Takes end-to-end responsibility for organising conference event
- Proposes event concept including program structure, venue, required profiles, and necessary services
- Ensures holistic event experience, considering logistics, catering, technical set-up, and entertainment
- Negotiates, plans, and manages event budgets
- Measures event effectiveness and recommends KPIs and benchmarks
- Develops and coordinates creative event concepts
- Commissions specialists, such as designers, and photographers, to work on projects as required
- Supervises production of print material, info-stand booths, advertising and promotional material, and gifts
- Supervises junior staff and sub-contractors

Minimum level of capacity	Higher education degree and at least seven years of experience in setting up, managing, implementing and delivering events, preferably with a scientific mandate, in different countries (at least two events in different
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	countries). English knowledge at least C2 according to the European Framework of Reference for Languages.
Evidence	CV including a list of relevant events organised

B3 – Event Assistants and secretarial services (at least two members of the team):

- Provide administrative and operational support to the project team as required.
- Carry out routine and operational tasks, including editing of documents and packing of participants kits or event/meeting folders.
- Support the web content manager in the preparation, set-up and maintenance of online platform assuring all necessary content is dully updated and in place in due time.
- Prepare monitoring reports with the status of registered participants.
- Assistance to online participants before and during the conference on the use of the online platform.
- Ad-hoc secretarial services that might be required throughout the project.
- Support issuing of certificates of attendance.

Minimum level of capacity	3 years of experience in the field of event organisation / event management, and experience in administrative and operational support in large-scale physical and digital events. English knowledge at least C1 according to the European Framework of Reference for Languages).
Evidence	CV including a list of relevant events supported

B4 – Master of ceremonies (at least one member of the team):

- The master of ceremony (MC) hosts the event. They must have excellent public speaking and communication skills, be fluent in English, as well as a sound background knowledge of science and preferably in the Public Health domain.

Minimum level of capacity	At least seven (7) years of experience in hosting and presentation in large-scale physical and digital events with at least 300 participants, such as being a presenter, moderator, or host for programs, broadcasts, or live performances. This demonstrates their ability to manage an event and keep the audience engaged. Native-level or equivalent English knowledge (C2 according to the European Framework of Reference for Languages).
Evidence	CV including a list of relevant events hosted

B5 – Session design specialist (at least one member of the team):

- Ensures that the specific outcomes of ESCAIDE sessions are duly met through engaging moderation and facilitation.
- Contributes to the development of the schedule, duration and format of specific sessions, by providing advice on best practices to foster discussions and knowledge sharing, creating an atmosphere of interest and participation throughout the conference.
- Works closely with the Scientific Committee and moderators to ensure the sessions at ESCAIDE are suitable, relevant and engaging for both online and onsite participants.

Minimum level of capacity	At least seven (7) years of experience in creating session outlines, determining appropriate formats (e.g., presentations, panel discussions, workshops), and incorporating interactive elements in large-scale physical and digital events. Science savviness, ideally in the field of public health, native-level or equivalent English knowledge (at least C2 according to the European Framework of Reference for Languages).
Evidence	CV with a list of relevant projects in the area of the requested experience (see section 4. Annexes)

B6 – Graphic designer (at least one member of the team):

Minimum level of capacity	At least five (5) years in experience in graphic creation, development of creative concepts and visual communication, graphic design, including the conceptualisation and production of images, graphics and layouts for a variety of media (print, web, and video). Proficient user of English (at least level C1 according to the European Framework of Reference for Languages)
Evidence	CV with a list of relevant projects in the area of the requested experience and a portfolio of design work for other relevant events (see section 4. Annexes)

B9 – Web and mobile apps content manager (at least two members of the team):

Minimum level of capacity	At least three (3) years in writing and editing promotional content, digital publications, and creating and publishing content across multiple digital platforms. Native-level or equivalent English knowledge (at least C1 according to the European Framework of Reference for Languages)
Evidence	CV with a list of relevant projects in the area of the requested experience (see section 4. Annexes)

B9 – Production manager (at least one member of the team):

Minimum level of capacity	At least seven (7) years in technical production and overall coordination of the technical team. Proficient user of English (at least level C1 according to the European Framework of Reference for Languages)
Evidence	CV with a list of relevant projects in the area of the requested experience (see section 4. Annexes)

3.3 Award**3.3.1 Technical tender**

The technical tender must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the award criteria (see section 3.3.2 Award criteria). Tenders deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

In particular, the technical tender should include:

- A description of the approach proposed; means to be used to meet the objectives of the terms of reference and assessment of quality and appropriateness of the proposed methods to cover all the required activities ;
- Details on the allocation of time and human resources and the rationale behind the choice of this allocation. It should also include a description of the involvement of the proposed key experts (roles and responsibilities) to execute the planned activities;
- Details on the quality system which should be specific to the tasks at hand.
- Assessment of the main issues, limitations, risks of the analyses to be carried out as well as the proposed mitigation measures.

3.3.2 Award criteria

The contract will be awarded based on the most economically advantageous tender, according to the 'best price-quality ratio' award method. The quality of the tender will be evaluated based on the following criteria. The maximum total quality score is 100 points.

No	Award criteria	Max points
1	<p>Comprehensiveness of the tender with respect to the requested services</p> <p>This criterion will assess quality and appropriateness of the proposed methods to cover all the required activities (40 points in total):</p> <ul style="list-style-type: none"> ▪ (25 points): This criterion will be assessed on a total of 15 points, with points allocated based on the degree to which the approach, methods, tools, project plan, and platforms meet the objectives of the requested services. The following aspects will be assessed: <ul style="list-style-type: none"> ○ The evaluation process will take into account the quality, relevance, and comprehensiveness of the technical tender document. The tenderer must effectively demonstrate their capability to cover and provide all the services outlined in the tender requirements while ensuring full compliance with the specified criteria. ○ The evaluation process will focus on the overall project plan for four ESCAIDE editions (2024-2027). The contractor is expected to present a plan that encompasses the strategic approach, planned sub-contractors, and services, along with a timeline of deliverables. Additionally, the plan should include the presentation of event online and registration platforms. The evaluation will assess the clarity, feasibility, creative potential and suitability of the proposed plan in meeting the objectives of the requested services. Furthermore, the functionality, user experience, and alignment of these platforms with the specified requirements will also be considered during the evaluation. ▪ (20 points): The evaluation will consider the tenderer's ability to effectively address the organisation of the event in various locations over the years, including venue selection (with at least three options per location) and coordination of work in those locations. The contractor should propose a minimum of three suitable venues for each edition, along with a detailed assessment of the pros and cons for each option. Furthermore, a final recommendation for each location should be provided. ▪ (5 points): Strategies and methods to ensure proper respect of environmental considerations, the limitation of environmental impact of services carried out, organisation of low emissions events, waste prevention and recycling. 	40

2	Organisation of the work and resources	35
	<p>This criterion will assess the quality / effectiveness / relevance / appropriateness of the roles and responsibilities of the proposed team and of the different economic operators (in case of joint tenders, including subcontractors if applicable) and how they are distributed for each task:</p> <ul style="list-style-type: none"> ▪ (10 points) Team members – This sub-criterion will assess the proposed quality control system applied to the team members regarding their up-to-date technical skills and how to ensure continuity of the service. ▪ (10 points) Assess the global allocation of time and resources to the project and to each task or deliverable, and whether this allocation is adequate for the work. ▪ (15 points) Planning – This sub-criterion will assess how the tenderer has described the work organisation and planning and involvement of the proposed key experts to execute the planned activities. 	
3	Quality control measures	25
	<p>Evaluation of the difficulties, limitations and risks of the methodology as well the proposed mitigations by the candidate (25 points in total):</p> <ul style="list-style-type: none"> ▪ (10 points) Quality control systems: Quality plan and control mechanisms put in place to ensure quality of services, compliance with requirements and deadlines and risk management, including continuity of the service in case of absence of the member of the team. A generic quality system will result in a low score. ▪ (15 points) Deliverables: Quality, credibility and relevance of the key performance indicators, targets and methodologies proposed to assess performance of actions in terms of quality and efficiency and methodology used to track them and to provide feedback. 	
	TOTAL	100

Tenders must score minimum 60% for each criterion and sub-criterion, and minimum 70% in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

3.3.3 Ranking of tenders

The contract will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below.

A weight of 35/65 is given to price and quality.

score for tender X	=	cheapest price*	*	100	*	0.35	+	total quality score (out of 100) for all award criteria of tender X	*	0.65
		price of tender X								

“Price of tender X” is the “Reference price” in the Financial tender (see section 4. Annexes).

The tender(s) ranked first after applying the formula will be awarded the contract.

Remarks:

Tenderers’ attention is drawn to the fact that ECDC will be in a position to make a proper assessment of the tenders on the basis of the above qualitative criteria only if they contain full particulars relating to all aspects of this specification. Lack of detail and vague and perfunctory information will be penalised.

As the tenders will be evaluated on the basis of the quality of the services proposed, they should fully explore all the points included in this specification so as to obtain the best possible mark.

Simply repeating the guidelines given in the specification of this invitation to tender without going into detail or expanding on them will result in a very poor mark.

Furthermore, if any essential points of this specification are not expressly covered by the tender, ECDC may decide to give a zero mark for the relevant quality award criteria.

4 ANNEXES

Annex I — Draft contract

Annex II — Financial tender form

Annex III — [Declaration on honour](#)

Annex IV — [Authorised signatory form](#)

Annex V — [Tender submission checklist](#)

Annex VI — [Simplified Financial Statements](#)

Annex VII — [Legal entity form](#)

[Financial identification form](#)

[Curriculum vitae template](#)

Annex VIII – Description of the different sessions and the preliminary program for ESCAIDE

NB: Please click on the links above to access Annexes III to VII